



# SUSTAINABILITY REPORT

# 2024

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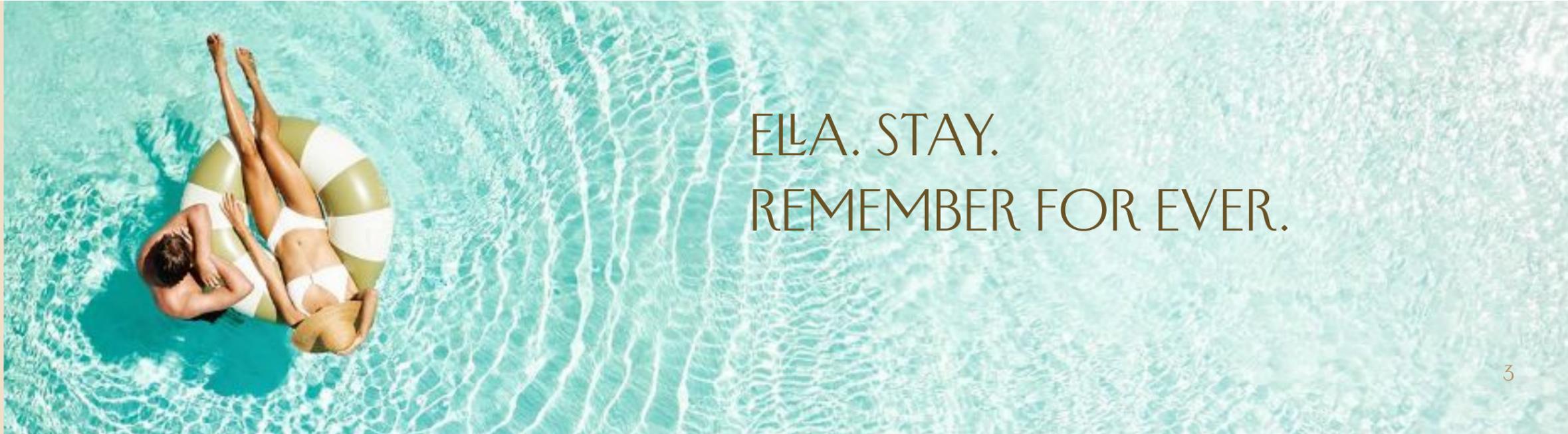
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ELLA. STAY.  
REMEMBER FOR EVER.

## CEO MESSAGE



Dear friends and partners,

It is my pleasure to present the Ella Resort's 2024 Sustainability Report.

The past year was a period of strong growth for our five resorts in Rhodes and Corfu, during which we welcomed thousands of guests while we continued to invest strategically in a resilient and sustainable future. Our performance is measured not solely by financial outcomes but by the long-term value we create for our guests, our people, the communities around us, and the environment.

Sustainability remains at the center of our development strategy. We recognise that the future of tourism is inseparable from the health of the natural environment. Guided by this conviction, we advanced our certified management systems and invested more than €32.5 million in green infrastructure and renovation projects, supporting emissions reduction and ensuring zero environmental incidents throughout 2024.

Our people continue to be the foundation of our competitive strength. To maintain our capabilities and enhance the guest experience, we invest consistently in personal and professional development, offering meaningful career pathways across the organisation. We remain committed to a fair, inclusive, and ethical work environment that prevents discrimination and upholds respect for human and labour rights.

We also strengthened our relationship with the communities that host us. By promoting local employment, collaborating with local suppliers, and integrating local products across our operations, we help preserve and elevate the authentic local identity that defines our destinations.

Throughout the year, we operated with transparency and accountability, fostering open engagement with all stakeholder groups and responding to their evolving needs and expectations. Our aim is to contribute meaningfully to the broader transition toward sustainable hospitality while ensuring long-term value creation for all.

At Ella Resorts, we are shaping the future we aspire to one that delivers a positive impact today and sets new standards for tomorrow.

Konstantinos Sideris  
Chief Executive Officer  
ELLA Resorts



1.

# HOSPITALITY WITH PURPOSE



## 2024 AT A GLANCE

€59,544,308 Total Revenue (Rhodes & Corfu)	€ 32.5M Investments in green infrastructure	95,433 Total Guests	1,783 Rooms & Suites
237,317 RoomNights	2 Destinations	5 Resorts in Operation	1,166 Total Employees
6,913 Total staff training hours	45.2% Female Employment	€ 3.20M Local Supplier Spending	
ZERO Lost Time Incidents Severity Rate (LTISR) employees	ZERO Incidents in human rights violations	ZERO Incidents in data privacy and information security	

## ONGOING LEARNING AND DEVELOPMENT

In 2024, Ella Resorts achieved a series of milestones that go beyond business growth, which reflect the Group's commitment to redefining hospitality as authentic, sustainable, and socially responsible. Our key achievements include the full transition to domestic partnerships, the integration of ESG principles into internal processes, the absence of environmental and labor incidents, and infrastructure upgrades through investments. Acting collectively these initiatives create added value for all stakeholders.

At the same time, alignment with international quality, safety, and environmental management standards and frameworks, combined with training on sustainability, all act to strengthen the Group's ability to adapt and evolve. Each achievement is part of a broader strategy: the transition to a hospitality model that consistently delivers lasting value to guests, employees, local communities and the environment.

## A SNAPSHOT OF WHO WE ARE

### OUR PATHWAY

Established in 2021, Ella Resorts has rapidly evolved into a leading hospitality group in Greece. In 2022, the group celebrated a key milestone with the launch of Elissa Lifestyle Beach Resort in June, followed by Helea Lifestyle Beach Resort in August. Later that year, in November, Ella Resorts expanded its portfolio by taking over the management and operation of four properties in Corfu: La Grotta Verde (will be rebranded as Alkyna), Capo di Corfu, Pelecas Monastery, and Mon Repos. In April 2023, the group further strengthened its presence with the acquisition of Aldiana Club Creta (will be rebranded as Rocrita) in Crete followed the acquisition of Athens Riviera in October 2023.

Ella Resorts' philosophy extends beyond expansion, focusing on the redesign and renovation of its properties. Each resort is reimagined with a strong emphasis on sustainability, embracing natural materials, maximizing daylight, and integrating renewable energy systems to enhance efficiency and environmental harmony.

In 2024, Ella Resorts dedicated its efforts to the complete redesign and renovation of La Grotta Verde and Aldiana Club Creta, paving the way for the launch under the brand names Ella Alkyna Lifestyle Beach Resort and the Ella Rocrita respectively. Looking ahead, planning has already begun for the Capo Di Corfu and Pelekas monastery reconstruction, set to commence between 2026 and 2028.



## GROWTH AND EXPANSION STRATEGY

Having secured the management and operation of our resorts in Rhodes, we are moving forward with a strategic plan to redesign and reconstruct the units in Corfu, placing sustainability at the heart of every step. From 2024 onwards, additional resorts are set to undergo a redesign process, as illustrated in the timeline below. Looking beyond Greece, Ella Resorts is planning to expand its presence into other Mediterranean EU destinations, with the goal of reaching 10,000 rooms across 3 to 4 countries by 2030. Our growth strategy focuses on responsible expansion and long-term value creation, strengthening and diversifying our core portfolio, exploring new market opportunities, and ensuring that every development reflects our commitment to innovation, sustainability, and excellence.

<b>MAY 2025</b> LAUNCH OF AKLYNA LIFESTYLE BEACH RESORT 	<b>SPRING 2026</b> LAUNCH OF ROCRITA 	<b>SPRING 2027</b> LAUNCH OF ELYRA 	<b>SPRING 2028</b> LAUNCH OF VENETA 	<b>2030</b> 10,000 keys - 5,000 in Greece, - 2,000 in Italy - 3,000 in Iberia
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Ella Resorts consolidated its position as a dynamically growing force in the Mediterranean hospitality industry. Our portfolio not only grew in size in 2024, but also in value, creating a measurable positive impact on our guests, our people, local communities and the environment.

1 Brand	5 Resorts (+3 under renovation)	1,783 Rooms and Suites
15 Restaurants		4 Blue Flag Beaches (up from 2 in 2023)
6 Green Key Certifications	95,433 Guests	80,622 Adults 14,811 Kids



01



### Our Vision

Redefining philoxenia across the Mediterranean, we aspire to be the epitome of lifestyle hospitality!

02



### Our Mission

At Ella Resorts, we are committed to providing an authentic hospitality experience inspired by each location, that elevates our guests, our people, and our partners, by embracing sustainable and innovative practices that preserve & support our environment and society.

03



### Our Values

- Integrity:** Upholding honesty and ethical conduct in all guest interactions and business practices.
- Passion:** Demonstrating genuine enthusiasm and dedication to providing memorable experiences for our guests.
- Excellence:** Striving for unparalleled service and guest satisfaction in every aspect of our operations.
- Care:** Showing genuine concern for the well-being and comfort of our guests, our people and our partners.
- Agility:** Adapting quickly to changing guest preferences and market trends, while maintaining high standards of service and efficiency.

## THE ELLA BRAND IDENTITY

At the core of our philosophy lie six key pillars that shape our decision making and the overall guest experience. These 6 pillars define Ella's identity and guide our growth in an ever-changing environment.

### The Identity of the Place

Each resort incorporates unique location-related characteristics. The architecture, aesthetics, gastronomy, and experiences all draw inspiration from the local history, culture, and surrounding nature, connecting visitors with each destination.

### Aesthetics and Personalized Comfort

By combining design and hospitality we blend elegance with comfort. At Ella every detail is meticulously crafted to offer discreet luxury and an experience that feels personal, intimate, and memorable.

### Responsible Tourism and Environmental Awareness

At Ella we invest in technological upgrades, aspire to adapt circular economy practices, and support the local economy at every opportunity creating a tourism model that protects the environment and strengthens communities.

### Gastronomic Experiences

Gastronomy is a defining element for the Ella experience. Each resort integrates creativity with regional culinary characteristics, showcasing local products and culinary traditions, and offering guests a deeper connection to culture through taste.

### Offering Bespoke Experiences & Lifestyle Outlets

Ella Resorts takes pride in creating unique lifestyle experiences while offering premium facilities for every guest. At the same time, we provide a differentiated setup across our two lifestyle categories, "Family & Friends" and "Adults Only", creating tailored moments and ensuring a truly memorable stay for every guest.

### Evolution through Innovation

Innovation is not a trend; it is a necessity. Ella Resorts continuously invests in new ideas and technologies, from enhancing guest's digital experiences to improving quality standards and operational practices. These innovations boost safety, efficiency, and overall guest experience, supporting a modern hospitality model.

## LEADING THE FUTURE OF HOSPITALITY

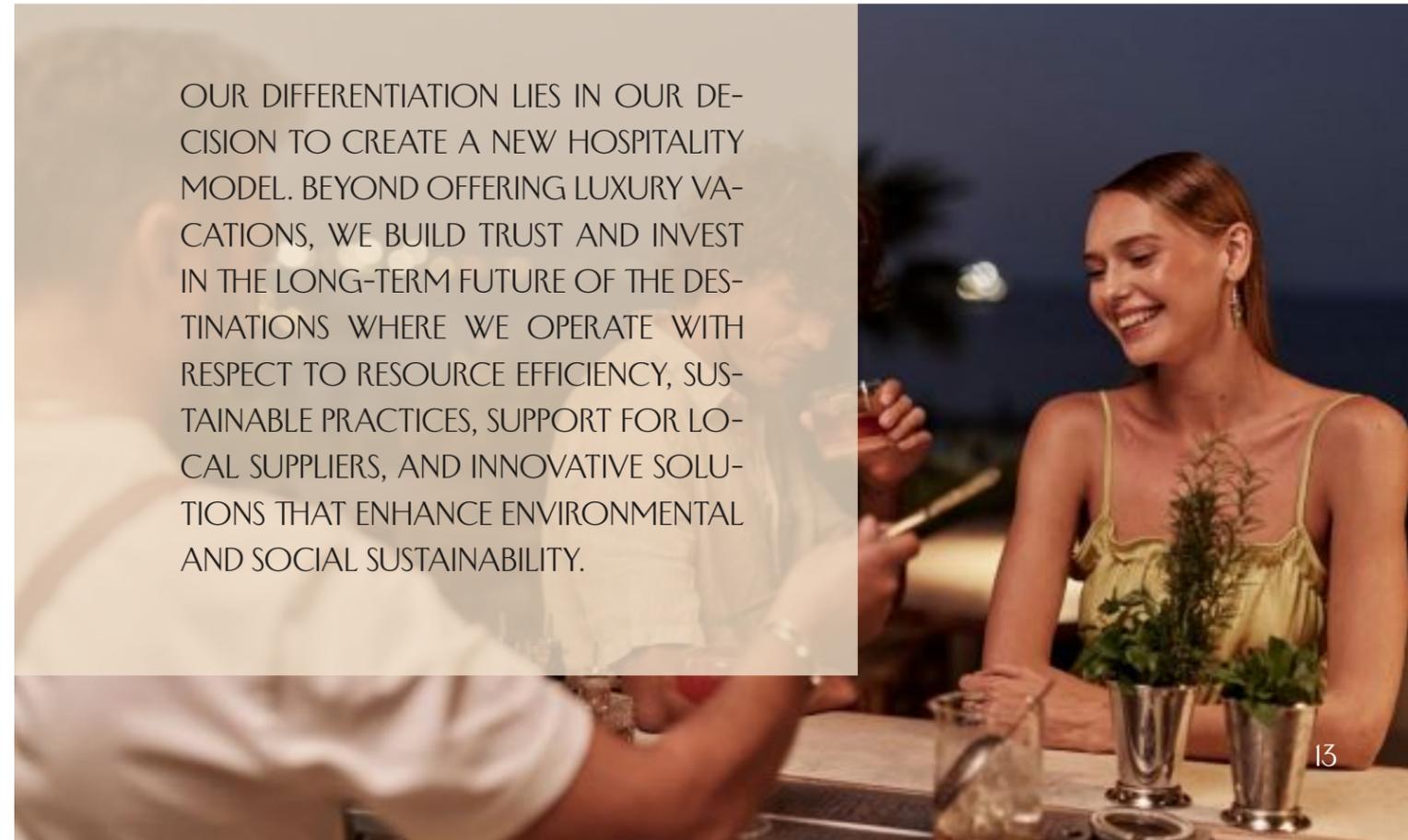
The hospitality sector is increasingly shaped by global megatrends driven by the evolving needs and expectations of travelers. These trends affect operational strategies and long-term resilience, emphasizing the importance of sustainable business practices. Guests now prioritize personalized experiences delivered efficiently through digital solutions, alongside health, well-being, and environmentally responsible practices. Sustainable architecture and design have become essential, integrating energy-efficient solutions, resource conservation, and respect for local contexts. Collectively, these trends set higher standards and guide the sector towards a more responsible and future-ready hospitality.

Ella Resorts responds with a dynamic strategy going beyond traditional vacation models addressing the evolving landscape of the new generations of travelers and their growing expectations in authenticity and cultural connection. We offer a variety of activities tailored to different ages and interests, always guided by our commitment to health, wellbeing, and experiences rooted in nature and outdoors. By further embracing the culture and traditions of each destination, Ella Resorts creates authentic moments where every guest feels accepted, welcomed, and invited to become part of the local heritage and cultural experience.

Taking a step further, we embrace advanced digital solutions to enhance every step of the guest journey, from seamless booking experiences to personalized digital concierge services, ensuring comfort and convenience for visitors.

In response to the global trend for sustainable tourism and increasing eco-conscious travel, Ella Resorts places sustainability and environmental responsibility at the forefront of operations, fully acknowledging the impacts of climate change on tourism.

OUR DIFFERENTIATION LIES IN OUR DECISION TO CREATE A NEW HOSPITALITY MODEL. BEYOND OFFERING LUXURY VACATIONS, WE BUILD TRUST AND INVEST IN THE LONG-TERM FUTURE OF THE DESTINATIONS WHERE WE OPERATE WITH RESPECT TO RESOURCE EFFICIENCY, SUSTAINABLE PRACTICES, SUPPORT FOR LOCAL SUPPLIERS, AND INNOVATIVE SOLUTIONS THAT ENHANCE ENVIRONMENTAL AND SOCIAL SUSTAINABILITY.





## REDEFINING THE DESTINATION EXPERIENCE

At Ella Resorts, hospitality is not solely defined by the level of service, but by the way in which a destination becomes meaningful to the visitor. Guest experience is not limited to the actual resort but extends to the relationship with the local community, to the surrounding ecosystem, and the sense of authenticity that defines the visit.

In 2024, we continued this path with consistency. Our value proposition is designed through a dynamic relationship between luxury and regional character culture and comfort, aesthetics and intention, and so all Ella resorts are gateways to the rhythm of Greek life, communicated through architecture, gastronomy, local experiences, and the peaceful presence of nature.

For us, travel is not a transaction of services, it is a process of discovering oneself, culture, and nature.

Behind the scenes, every choice we make has a purpose, from working with local producers and communities, to training staff and adapting responsible practices that protect our destinations.

By interacting with guests, all staff are empowered to create environments where visitors feel welcome through authentic human interaction.

### OUR PROMISE

ELLA RESORTS EMBODIES THE ESSENCE OF WARM, AUTHENTIC HOSPITALITY. THROUGH THE DESIGN OF SEASIDE RESORTS IN THE MEDITERRANEAN, WE CREATE TIMELESS MOMENTS SHAPED BY AESTHETICS, CARE, AND RESPECT FOR LOCAL CULTURE AND SUSTAINABLE LIVING.

## ELLA RESORTS' PORTFOLIO

The year was marked by operational consolidation and portfolio enrichment for Ella Resorts. With a total number of seven resorts (8) (currently 3 under renovation) across two (2) destinations, the Company has developed an inclusive hospitality model that combines the diversity of the Greek landscape with consistent quality standards. Ella Resorts directs and differentiates its services to meet the specific needs of its guests, reflecting global hospitality trends for personalized experiences. The company groups the resorts into Adults-Only Resorts, catering to guests over 16 with tailored experiences for couples, honeymooners, wellness seekers, and event enthusiasts; and Lifestyle Beach Resorts, serving families, couples, and groups with upgraded facilities such as water parks, teenage areas, wellness zones, entertainment, and quiet spaces. By aligning amenities and experiences with guest preferences, each resort category ensures a fully tailored and engaging environment for its target audience.



**Helea** HELEA LIFESTYLE BEACH RESORT ☆☆☆☆☆  
 A Cosmopolitan Resort Experience on the Island of Rhodes

Located on the eastern coastline of Rhodes, Helea Lifestyle Beach Resort combines refined aesthetics with family and couple-friendly facilities, offering a cosmopolitan yet relaxed holiday experience. In 2024, the resort welcomed 39,902 guests, supported by a team of 441 employees all dedicated to delivering exceptional hospitality with a sustainable mindset.

As a proud member of the Ella Resorts portfolio, Helea features 503 rooms, suites and bungalows with private pools and gardens, wellness areas, family zones, and diverse culinary options (4 Restaurants & 3 Bars) inspired by Mediterranean living.

**Facilities & Services**

- ◆ **Pools & Beach:** Six outdoor freshwater pools (including pool & splash waterpark), Blue Flag beach with sun terraces, beach bar.
- ◆ **Kids & Family:** "Ella Land Club" for children 4-12, playgrounds, water slides, escape rooms, and arcade games.
- ◆ **Wellness & Fitness:** On-site full-service spa (Ella Wellness & Spa) with indoor pool, sauna, steam bath, massage studios, fitness center, yoga & Pilates.
- ◆ **Sports & Entertainment:** Tennis, padel, football, live music, themed evenings, cinema, and group fitness sessions.
- ◆ **Dining:** Four restaurants (Mediterranean, Italian, Asian-fusion, and family-friendly), plus multiple bars and a café.

**Resort Status**

- ◆ 2022 Renovation & Launch
- ◆ 2023 First full season operation & All-inclusive program
- ◆ 2024 All-inclusive with enhancements

**Guest Profile**

Families, Couples of all ages

**Elissa** ELISSA LIFESTYLE BEACH RESORT ☆☆☆☆☆  
 An Adults-Only Retreat for Stylish Seaside Living in Rhodes

Elissa Lifestyle Beach Resort is an adults-only destination that blends vibrant energy with serene sophistication. Located on Rhodes' sun-drenched coast, the resort offers modern design, curated entertainment, and high-quality service tailored exclusively to adult guests. In 2024, the resort welcomed 15,878 guests, supported by a team of 239 employees delivering personalized service and elevated experiences.

Featuring 332 elegant rooms, social spaces, dining venues (5 restaurants & 4 Bars), and wellness options, Elissa sets a new standard for adult-only hospitality on the island.

**Facilities & Services**

- ◆ **Pools:** 15 outdoor pools, including quiet and private swimming options.
- ◆ **Spa & Fitness:** Full-service spa, fitness center, tennis court, and yoga sessions.
- ◆ **Dining:** Four restaurants (Mediterranean, seafood, Asian-fusion, and Greek cuisines) with themed culinary events and Michelin-star chef-curated menus using local ingredients.
- ◆ **Beach & Location:** Beachfront area, near Kallithea and Agia Marina, with easy access to Rhodes Old Town and the airport.

**Resort Status**

- ◆ 2022 Renovation & Launch
- ◆ 2023 First full season of operation

**Guest Profile**

Couples of all ages, groups of friends, families with grown up children

With direct beach access, contemporary design, and an ethos for inclusive luxury, Helea reflects Ella Resorts' signature blend of well-being, quality, and cultural connection to the region.

Elissa stands out for its stylish atmosphere, commitment to quality, and role as a benchmark for adult vacations in the Mediterranean.



## CAPO DI CORFU



**A Family-Friendly Escape with Panoramic Views of the Ionian Sea**

Situated in a peaceful bay in southern Corfu, Capo Di Corfu is a warm, family-oriented resort, inspired by the simplicity and charm of a traditional Ionian village. In 2024, Capo Di Corfu welcomed 18,824 guests, supported by a team of 213 employees delivering genuine hospitality.

Featuring 296 rooms & suites, lush gardens, beachside dining (2 buffet and 3 a la carte restaurants, 1 street food hub, & 3 bars), and strong ties to the local environment and culture, through the use of local ingredients in its restaurants, partnerships with nearby farms and wineries, and curated cultural experiences for guests. Capo Di Corfu provides a relaxing atmosphere alongside activities for all ages. Combining local character, comfort, and nature, Capo Di Corfu invites guests to experience the essence of Corfu in an atmosphere of ease and familiarity.

### Facilities & Services

- ◆ **Wellness & Fitness:** Spa facilities including massage treatments, Turkish/steam bath, and gym.
- ◆ **Recreation:** Tennis court, table tennis, playground, kids' club, billiards, fitness classes, and aerobics.
- ◆ **Family-friendly Environment:** Dedicated children's facilities and family suites, highly praised kids' club and animation team.

### Resort Status

- ◆ 2022 Property takeover
- ◆ 2023 First season of operation by Ella
- ◆ 2024 All-inclusive only
- ◆ 2025-2028 Redesign, renovation rebranding and repositioning as Ella Veneta

### Guest Profile

Couples of all ages, groups of friends, families with grown up children



## PELEKAS MONASTERY



**An Adults-Only Retreat for Stylish Seaside Living in Rhodes**

Situated on the western edge of Corfu, in the village of Pelekas, Pelekas Monastery offers a serene retreat where nature meets understated luxury. Built amphitheatrically above Kontogialos Beach, the resort enjoys spectacular sunset views over the Ionian Sea. In 2024, Pelekas Monastery welcomed 11,866 guests, supported by a team of 165 employees delivering warm service and meaningful experiences in a naturally privileged setting.

Featuring 189 rooms, direct beach access, family-oriented facilities, 2 restaurants & 3 bars offering local and international cuisine, Pelekas Monastery provides a complete hospitality experience shaped by Ella Resorts' values.

### Facilities & Services

- ◆ **Pools & Beach:** Large swimming pool with panoramic sea views; direct access to the sandy Kontogialos Beach.
- ◆ **Dining:** Two main restaurants (buffet and beachfront "Tortuga") plus three bars including pool and lobby bars.
- ◆ **Wellness & Recreation:** Spa and fitness facilities, billiards, darts, beach volleyball, mini playground and kids' club.
- ◆ **Kid-Friendly:** Children's pool and animation team offering activities like aqua aerobics and entertainment programs.

### Resort Status

- ◆ 2022 Property takeover
- ◆ 2023 First season of operation by Ella with soft rebranding and same product offering
- ◆ 2024 Retain resort character
- ◆ 2025-2027 Redesign, renovation rebranding and repositioning as Ella Elyra

### Guest Profile

Couples of all ages, groups of friends, families with grown up children





## MON REPOS PALACE

☆☆☆☆

An Elegant Adults-Only Escape in the Heart of Corfu

Overlooking Garitsa Bay and a short walk from Corfu's historic Old Town, Mon Repos Palace offers a refined urban experience tailored for adult guests. Combining neoclassical charm with curated art and high-quality services, the hotel is a boutique destination for cultural immersion and a serene city break. In 2024, the hotel welcomed 8,963 guests, supported by a dedicated team of 63 employees delivering personalised hospitality.

Featuring 110 rooms, a signature restaurant, a piano bar, and strong ties to Corfu's artistic and architectural heritage, Mon Repos Palace provides discreet luxury and convenience.

### Facilities & Services

- ◆ **Restaurant & Bars:** Passaggio restaurant offers a blend of Mediterranean and Corfiot cuisine with live piano evenings, a lobby bar, and a panoramic outdoor café.
- ◆ **Cultural Vibe:** Rotating art exhibitions and photography collections reinforce its identity as an "art hotel".
- ◆ **Location Advantage:** Walking distance from Mon Repos Estate, the Old Fortress, and Corfu's Esplanade Square, making it ideal for cultural escapes or weekend city breaks.
- ◆ **Adult-Focused:** Exclusively for adults, providing a calm, boutique-style environment suited for couples and solo travelers.

### Resort Status

- ◆ **2022** Property takeover
- ◆ **2023** First season of operation by Ella with soft rebranding and same product offering
- ◆ **2024** Retain city hotel character and product offering

### Guest Profile

Couples of all ages, groups of friends, families with grown up children



## LA GROTTA VERDE (2024 UNDER RENOVATION) WILL BE REBRANDED AS ALKYNA

☆☆☆☆

An Elegant Adults-Only Retreat on Corfu's Stunning Coast

Situated in one of the most breathtaking locations in Corfu, La Grotta Verde is built on a dramatic rock formation and surrounded by lush greenery, with a golden sandy beach and crystal-clear waters. Exclusively for adults, the resort combines luxury, comfort, and natural beauty to create truly memorable stays.

Featuring 353 rooms, a signature restaurant, a spa center, and a range of luxury facilities, La Grotta Verde ensures that every moment is filled with relaxation, indulgence, and remarkable memories.

### Facilities & Services

- ◆ **Restaurant & Bars:** Fine dining experiences with unique gastronomic offerings, showcasing local and Mediterranean flavors.
- ◆ **Spa & Wellness:** Comprehensive spa center providing rejuvenating treatments, relaxation areas, and wellness programs.
- ◆ **Luxury Facilities:** Pools, sun terraces, and bespoke services designed to deliver comfort and elegance.
- ◆ **Location Advantage:** Direct access to a golden sandy beach, stunning sea views, and proximity to natural landscapes, ideal for serene escapes and romantic getaways.
- ◆ **Adults-Only Experience:** Exclusively for adult guests, providing a tranquil, refined environment for couples and solo travelers.

### Resort Status

- ◆ **2022** Launch of new resort
- ◆ **2023** First full season of operation
- ◆ **2024** Redesign, renovation rebranding and repositioning as Ella Alkyna
- ◆ **2025** Opening Year

### Guest Profile

Couples of all ages, groups of friends





### Experiencing Rhodes Culture and exploration

Through a variety of cultural and heritage experiences, visitors are invited to discover Rhodes and its surrounding islands in a way that celebrates local traditions. The “Greek Breakfast” program promoted local production and highlighted Greek cuisine, while organized excursions to the island of Symi showcase the natural and cultural heritage of the Dodecanese. Meanwhile, the Rhodes by Night Tour offers a responsible way to experience the historical and cultural wealth of the island, including its UNESCO-listed sites, while ensuring the protection of its heritage and the minimization of environmental impact.



### Experiencing Corfu Wellness and tradition:

Corfu combines natural beauty, cultural heritage, and vibrant coastal life to offer guests a truly immersive destination experience. From sun-kissed beaches and crystal-clear waters to historic villages, neoclassical architecture, and centuries old Easter traditions, the island provides a deep connection to local culture and rhythms of life. Ella Resort’s themed properties in Corfu enhance this experience, focusing on wellness, culinary heritage, and sustainable exploration of the area. Guests can enjoy local products, participate in cultural tours, and experience the nightlife of the Old Town, all while respecting the local community. Active pursuits include sailing, golf, cricket, tennis, horse riding, yoga, paragliding, scuba diving, and scenic mountain trails, complemented by culinary journeys through olive mills, family farms, and traditional wineries. With this unique blend of relaxation, adventure, and authentic culture engagement, Corfu enables every guest to experience the essence of the island and create lasting memories.



## DEVELOPMENT AND EXPANSION PROJECTS

Ella Resorts is actively executing a dynamic growth and expansion strategy across the Mediterranean. By 2028, the company plans to increase its presence to 5-6 destinations within Greece and expand into 3-4 countries overall, growing its portfolio to 12-14 hotels and resorts. This ambitious vision will more than double the total room capacity, enhancing Ella Resorts' market reach and establishing its position as a leading player in the region's luxury hospitality sector. Strategic investments are focused on iconic locations such as Kos, Crete, and Athens, ensuring a diverse, high-quality offering that appeals to a wide spectrum of travelers.



### ROCRITA (2024 UNDER RENOVATION) ☆☆☆☆☆ A Family-Friendly Escape with Authentic Cretan Charm and Sustainable Luxury

Currently under renovation and scheduled to open in 2026, Rocrita Lifestyle Beach Resort is part of Ella Resorts' strategic expansion in Crete. Located along the pristine northern coastline between Agios Nikolaos and Sitia, Rocrita is envisioned as a serene beachfront sanctuary offering elevated experiences that celebrate relaxation, gastronomy, and well-being. The resort offers the perfect blend of elegance, comfort, and unmatched service. With a distinctive design vision to provide a luxurious escape from every day, Rocrita features a total of 360 rooms and suites, luxurious and comfortable accommodations, exquisite dining, and a wide variety of recreational activities.

#### Facilities & Services

- ◆ **Dining & Culinary Experiences:** Main Buffet Restaurant with diverse dishes, four À la Carte Restaurants offering global cuisines, a Street Food Hub with casual local flavors, and four Bars serving signature cocktails and lounge atmospheres.
- ◆ **Wellness & Recreation:** Full-service Wellness & Spa Center, modern Fitness Area, two main pools (vibrant and serene), jogging and biking routes, tennis and padel courts, plus water sports and beachfront activities.
- ◆ **Family & Entertainment:** Kids Club with supervised activities, Teenagers' Zone with social and entertainment options, and an Outdoor Activity Park with playgrounds and games.
- ◆ **Shopping & Lifestyle:** Retail Area featuring local artisans and premium brands.

#### Resort Status

- ◆ 2024 Redesign, Renovation
- ◆ 2026 Opening Year

#### Guest Profile

Couples of all ages, groups of friends, families

## ATHENIAN REVIERA - HELIOS (UNDER RENOVATION)

Ella Resorts' new project, thoughtful design prioritizes human experience, fostering comfort, wellbeing, and connection with nature.

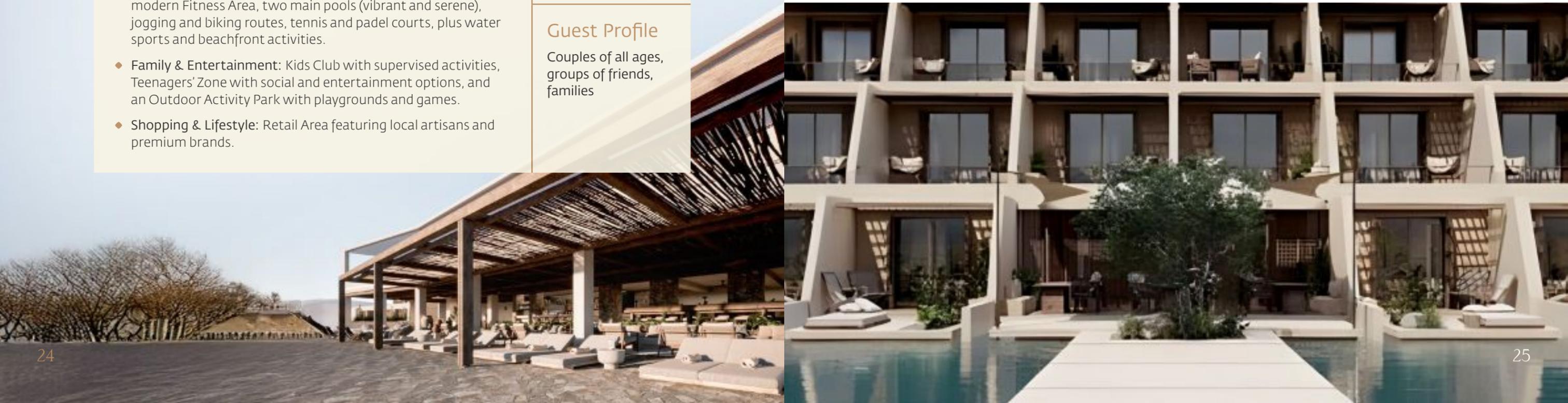
The Athens Riviera showcases a harmonious blend of sun, sea, and stunning scenery, creating a picture of tranquil beauty. Here, dense vegetation flourishes amid rocky terrain, seamlessly merging with the azure waters beyond. The vibrant greenery sways in the coastal breeze, providing a striking contrast against the rugged landscape and offering a serene backdrop for the sea. Inspired by the Athens Riviera and resort aesthetics, the objective for the new resort is to design spaces that are both elegant and conducive to a relaxing experience for visitors.

#### The resort will offer:

- ◆ Total of 328 Rooms & Suites
- ◆ 1 main buffet restaurant, 2 À la Carte Restaurants, 1 Gastro & Finger food experiences
- ◆ 3 bars
- ◆ 2 Main Pool Areas (vibrant & serene zones)
- ◆ Private Beach
- ◆ Spa Center
- ◆ Fitness Area
- ◆ Retail Zone
- ◆ Banqueting Hall

#### Resort Status

- ◆ 2023 Acquisition
- ◆ 2024 Redesign, Renovation
- ◆ 2028 Opening Year



## QUALITY CONTROL AND CERTIFICATIONS

Achieving operational excellence in hospitality requires a solid foundation of quality management, systematic audits, and continuous improvement. By implementing rigorous standards, pursuing recognized certifications, and actively managing guest feedback, Ella Resorts can consistently enhance service delivery and operational performance.



### Key Practices for Operational Excellence



**01 Quality Standards:**  
Implementing a quality assurance process to maintain high standards of service and guest satisfaction



**02 Certification Programs:**  
Pursuing industry certifications such as ISO standards, BREEAM in Use and other ESG related initiatives to demonstrate commitment to quality and sustainability.



**03 Mystery Shopping:**  
Utilizing periodic mystery shopping assessments to objectively evaluate service performance and identify opportunities for enhancement.



**04 Continuous improvement:**  
Implementing a culture of continuous improvement through regular performance reviews and feedback loops.

The year 2024 marked a milestone in Ella Resorts' approach to quality and operational excellence. We focused on transitioning from a compliance approach to international standards to building an integrated quality ecosystem across all operations.

### Transition Elements:

- Full application of core management systems (ISO 9001, ISO 22000) across the resorts. The ISO 14001 certification will be obtained right after the completion of the gradual renovation plan.
- People empowerment through training and active participation
- Leveraging data to drive performance
- Internal and external audits

## CONSOLIDATED QUALITY MANAGEMENT SYSTEM

Quality at Ella Resorts is embedded across the entire hospitality experience, environmental management and food safety, rather than a standalone process. Annual inspections under EN standards ensure top-tier safety and quality, providing families with secure, fun, and memorable experiences for children of all ages.

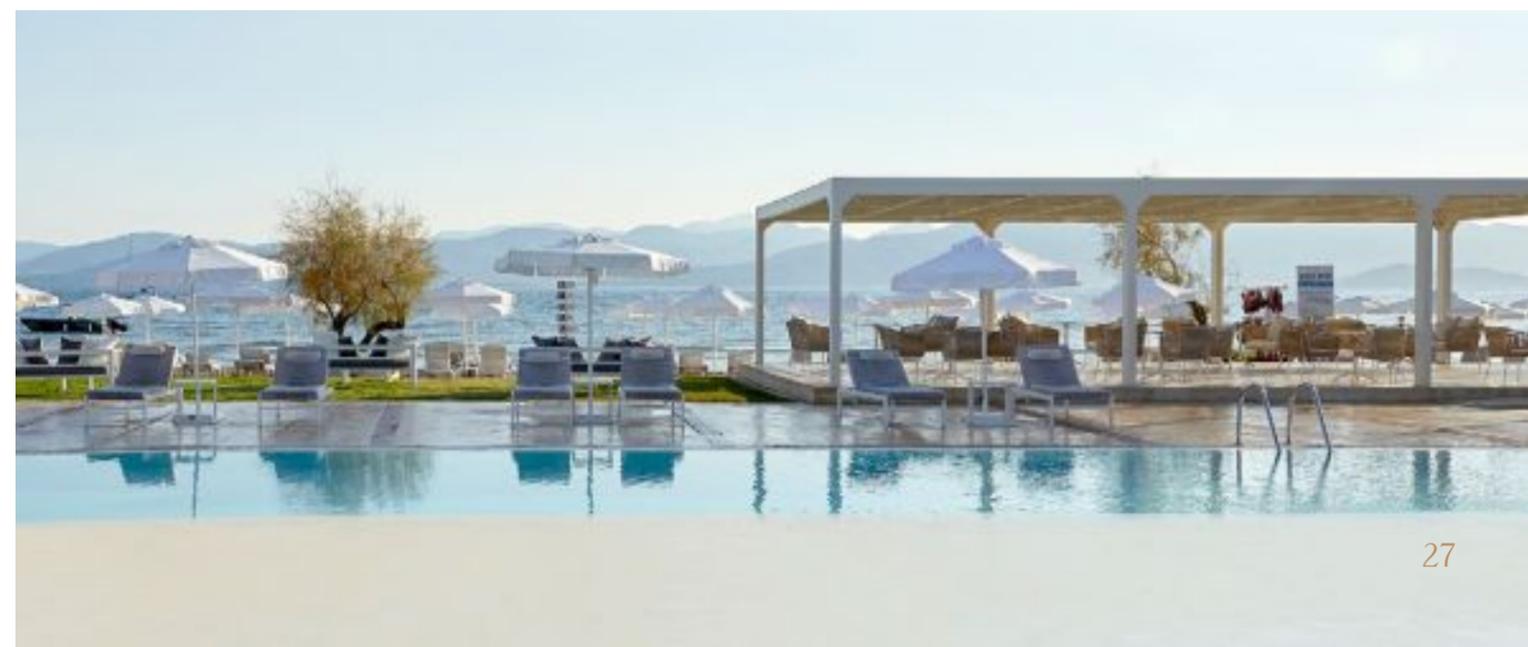
2024 marked the:

- ✓ Full implementation of ISO 9001, ISO 14001 and ISO 22000 standards across the resorts of Rhodes.
- ✓ Enforcement of internal control mechanisms, focusing on prevention and continuous improvement.
- ✓ Deployment of a data-driven decision-making system, incorporating audit results, guest feedback and performance indicators.
- ✓ Expanded training programs, empowering all employees in quality and safety management.

CERTIFICATIONS <sup>1</sup>	ELISSA	HELEA	PELEKAS	MON REPOS PALACE	CAPO DI CORFU
ISO 9001 Quality Management System	✓	✓	✓	✓	✓
ISO 22000 Food Safety Management	✓	✓	2028	2027	2028
Aqua Park Certification	N/A	✓	N/A	N/A	✓
Kids Playground Certification	N/A	✓	✓	N/A	✓
Greek Breakfast <sup>2</sup>	✓	✓	✓	✓	2028

<sup>1</sup> Environmental Related Certifications are included in Chapter 3 Naturally Responsible

<sup>2</sup> Promoting authentic Greek gastronomy and supporting local producers, offering guests a genuine taste of local flavors while fostering regional communities and sustainable sourcing



## GUEST ENGAGEMENT AND SATISFACTION

At Ella Resorts, guest satisfaction serves as a key driver of operational excellence. In 2024, our quality assurance system was updated by integrating structured guest feedback, performance analytics and digital reputation management across all five resorts.

To further strengthen our relationship with our guests and enhance their satisfaction, we are preparing the launch of the Guest Reward Program for 2025. Ella Resorts ensures long-term loyalty and customer retention by offering exclusive benefits, personalized experiences, and recognition to our returning guests.

### PERFORMANCE HIGHLIGHTS 2024

Resorts	Booking.com	Google	TripAdvisor	Expedia	Agoda	Trivago	Holiday-Check	NPS
Elissa	8.9/10	4.2/5	4.4/5	9.2/10	9.13/10	8.5/10	5.5/6	9/10
Helea	8.5/10	4.4/5	4.3/5	8.4/10	8.74/10	8.4/10	4.8/6	8.7/10
Pelekas	7.7/10	4.2/5	4.1/5	7.9/10	8.00/10	8.0/10	5.0/6	8.4/10
Mon Repos Palace	8.3/10	4.5/5	4.5/5	8.2/10	8.50/10	8.4/10	5.5/6	8.9/10
Capo Di Corfu	8.4/10	4.4/5	4.2/5	8.5/10	8.20/10	8.5/10	4.9/6	8.5/10

Note: Scores reflect average ratings from major platforms as of 2024 YTD, based on data retrieved from Guestflip.

### GUEST FEEDBACK IN NUMBERS

METRICS	VALUE	RESORTS	ROOM NIGHTS
Guests who received satisfaction survey*	42,560	Elissa	42,179
Guest responses*	7,554	Helea	98,210
Response rate	18%	Capo Di Corfu	49,303
Guest satisfaction score**	4.2	Mon Repos Palace	18,592
Total bed nights*	582,132	Pelekas	29,033
Guest nationalities	81		

\* sum \*\* average

## ESTABLISHING A RESPONSIBLE AND RESILIENT SUPPLY CHAIN

In 2024, Ella Resorts progressed from defining responsible sourcing principles to actively managing and continuously evaluating its partnerships. The focus was on strengthening local engagement, integrating ESG criteria into contracts, and applying quality control across the supply chain.

### FROM COMMITMENTS TO IMPLEMENTATION

Building on the Supplier Code of Conduct introduced in the previous year, 2024 saw its effective implementation with monitoring and compliance procedures:

- **Supplier Evaluation:** 34% of our key suppliers were invited to complete the ESG self-assessment, which evaluates environmental, social, and ethical performance.
- **Compliance:** 77% of respondents were fully aligned with our ESG standards.
- **Partnership Improvement:** For the remaining 23% that did not meet all criteria, a structured monitoring and support process was initiated.

RESPONSIBLE PROCUREMENT ACTIONS 2024	
CATEGORY	IMPLEMENTATION IN 2024
Sustainable seafood practices	Communication with 9 seafood suppliers on sustainable fishing practices
Animal welfare (meat) standards	Communication with 12 meat suppliers on animal welfare requirements
Zero Plastic	Use of biodegradable and reusable packaging across key categories
Sustainable packaging	100% compliance by working with specific suppliers
FSC & sustainably sourced wood	Certified paper products
EU Ecolabel certification	Adopted for cleaning agents and paper goods
Biodegradable products	Represent 25% of total product categories
Vegan & BIO products	All relevant supplies carry verified certifications
TCF/PCF paper and detergents	Full compliance

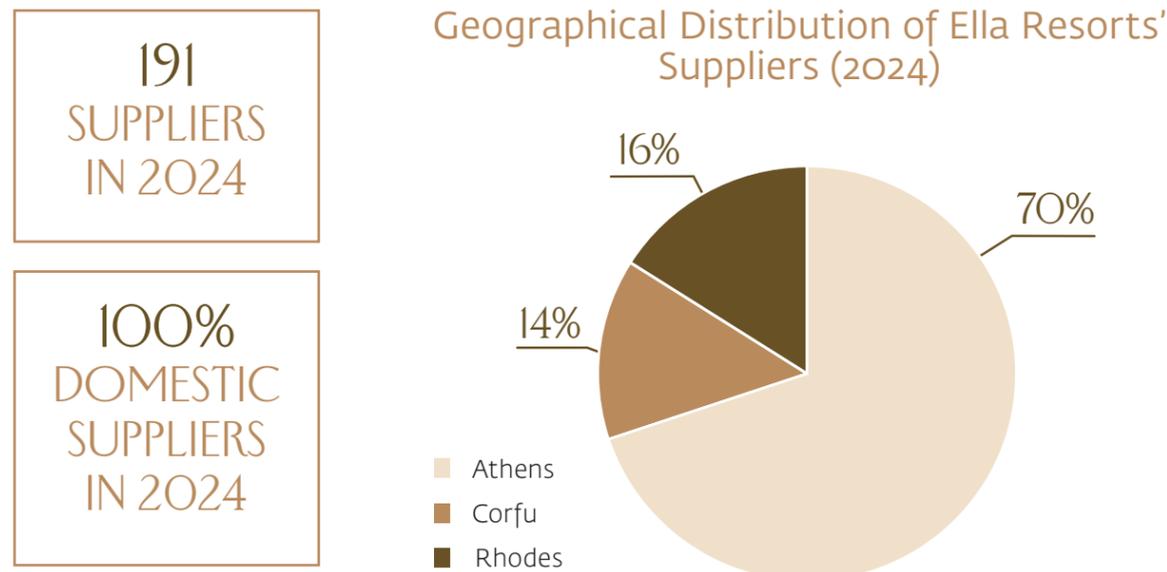


In the case of a supplier whose operations do not align with Ella Resorts' own sustainable actions, activities and efforts, the following process is taking place:

1. **Inclusion of ESG clauses in contracts.**  
Addition of specific ESG criteria to supplier contracts to create legally binding commitments and avoid misinterpretation.
2. **Provision of ESG support and education.**  
Training sessions, workshops, and resources on topics like environmental risk management and human rights to ensure suppliers have the necessary knowledge.
3. **Support of smaller suppliers by explaining the benefits of sustainability.**  
Recognition of the extra support that smaller suppliers may need and provision of tailored resources to help them meet Ella Resorts' ESG requirements.
4. **Adaptation to local contexts:**  
Tailor training and approaches to local realities, especially where certain ESG requirements may not be widely recognized.
5. **Collaboration on strategy:**  
Involvement of strategic suppliers in co-developing ESG strategies and solutions, as their insights can be invaluable for innovation.

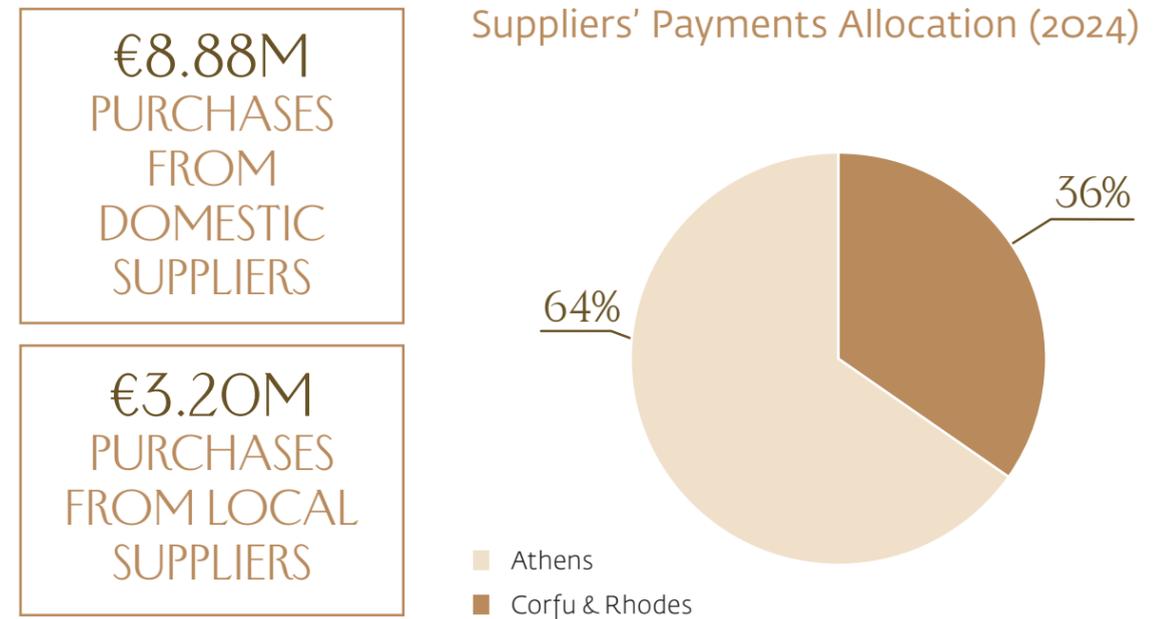
## SUPPORTING THE LOCAL ECONOMY

Empowering the local community and boosting the regional economy is a core value of Ella Resort's sustainability model. In 2024, this commitment translated into measurable impact: 100% of our supplier partnerships came from Greece, with 30% coming from small producers based in Rhodes and Corfu.



These local partnerships have significantly reduced transport distances and associated emissions, reducing our negative impact. They also enhanced the authenticity of our guests' experiences, bringing our culinary and cultural offering closer to the essence of each destination.

Compared to 2023, purchases from local suppliers in Rhodes and Corfu increased, reaching a total value of €3.20 million and reflecting a clear shift towards truly local sourcing that supports community development and smaller scale agricultural practices.



The exceptional quality of the Ella Resorts experience is directly linked to our commitment to an ethical supply chain. Through strong, collaborative relationships with domestic suppliers and strict application of high standards, we create a positive ripple effect that supports local economies, protects our natural surroundings, and ultimately elevates every aspect of our guests' stay.





## AWARDS AND RECOGNITIONS



### ELISSA LIFESTYLE BEACH RESORT (ADULTS-ONLY)

- Best Pool Villa Resort in Europe
- Best Beachfront Hotel in Greece
- Best Design Hotel in Greece
- Best Hideaway Resort in Greece
- Best Honeymoon Hideaway Resort in Greece

### HELEA LIFESTYLE BEACH RESORT

- Best All-Inclusive Resort in Europe
- Best All-Inclusive Family Hotel in Greece
- Best Resort Hotel in Greece
- Best Seaside Resort in Greece



### HELEA LIFESTYLE BEACH RESORT

- Best Luxury Beachfront Resort in Southern Europe (Regional Win)
- Best Luxury Family Beach Resort in Southern Europe (Regional Win)
- Best Luxury Family Resort in Europe (Continent Win)

### HELEA LIFESTYLE BEACH RESORT

- Best Luxury Adults Only Beach Resort Worldwide (Global Win)
- Best Luxury Adults Only Resort in Southern Europe (Regional Win)
- Best Luxury Lifestyle Resort in Southern Europe (Regional Win)



### HELEA LIFESTYLE BEACH RESORT

- Gold for "Family-friendly Hotel"
- Silver for "Lifestyle Hotel"
- Bronze for "Best Hotel Revamp" & "All-Inclusive Resort"

### ELISSA LIFESTYLE BEACH RESORT

- Gold for "Lifestyle Hotel & All Inclusive Resort"
- Silver for "Spa Hotel / Resort" & "Best Hotel Revamp"



### ELISSA LIFESTYLE BEACH RESORT

- Gold Award - Adults-Only Stay Experience



### HELEA LIFESTYLE BEACH RESORT

- Best Greek Beach Resort
- Best Greek All Inclusive Resort
- Best Greek Family Resort

### ELISSA LIFESTYLE BEACH RESORT

- Best Greek Adults Only Resort
- Best Greek Design Resort
- Best Greek Sustainable Hotel



### ELLA RESORTS HEADQUARTERS

- Great Place To Work certification, reflecting our dedication to fostering a positive and inclusive workplace where employees feel valued and motivated, and our commitment to excellence and employee well being.

## GOLD "ZERO WASTE HORECA" AWARD 2024

Our commitment to sustainable operations and the reduction of our environmental impact was recognized at the highest level in 2024 through the Zero Waste HoReCa Awards, implemented by the Ecological Recycling Society with support from the Coca-Cola Foundation. This year, three of our resorts achieved relevant milestones:

- Elissa Lifestyle Beach Resort and Helea Lifestyle Beach Resort upgraded from Silver to Gold, reflecting our continuous effort in reducing waste management and introducing circular practices.
- Mon Repos Palace received its first Gold award, demonstrating the adoption of sustainability standards across new properties.
- Pelekas Monastery achieved its first Silver award, starting the journey towards sustainability.

The awards evaluate performance against measurable goals in waste management, resource conservation, and circular economy initiatives. These recognitions highlight Ella Resorts' ongoing commitment to responsible and sustainable hospitality.

# ELLA RESORTS MARKETING AND COMMUNICATION STRATEGY

At Ella Resorts, our marketing and communication strategy embodies our unwavering commitment to excellence, sustainability, and the extraordinary experiences we create for our guests. Our goal is to cultivate a strong and authentic brand that resonates deeply with our target audiences and the broader community, while proudly showcasing our dedication to responsible tourism and sustainable luxury.

Our strategy is built on three core pillars:

We believe in the power of storytelling to create meaningful, personalized connections with our guests. Each resort tells a unique story that highlights its character, culture, and environment. Through targeted digital campaigns, engaging social media content, and authentic guest testimonials, we bring these stories to life, emphasizing the seamless blend of luxury, authenticity, and sustainability that defines Ella Resorts.

Our aim is to connect emotionally with our guests by celebrating local heritage, embracing authenticity, and inspiring unforgettable experiences.



01

### Sustainability as a Core Brand Value

Sustainability lies at the heart of everything we do. Our marketing communications transparently reflect our dedication to eco-conscious practices, including waste reduction, energy conservation, and local sourcing. By showcasing these initiatives, we not only position Ella Resorts as a leader in sustainable hospitality but also inspire travelers to make more mindful choices. Through every message, we reaffirm our belief that true luxury is found in harmony with nature and community.



02

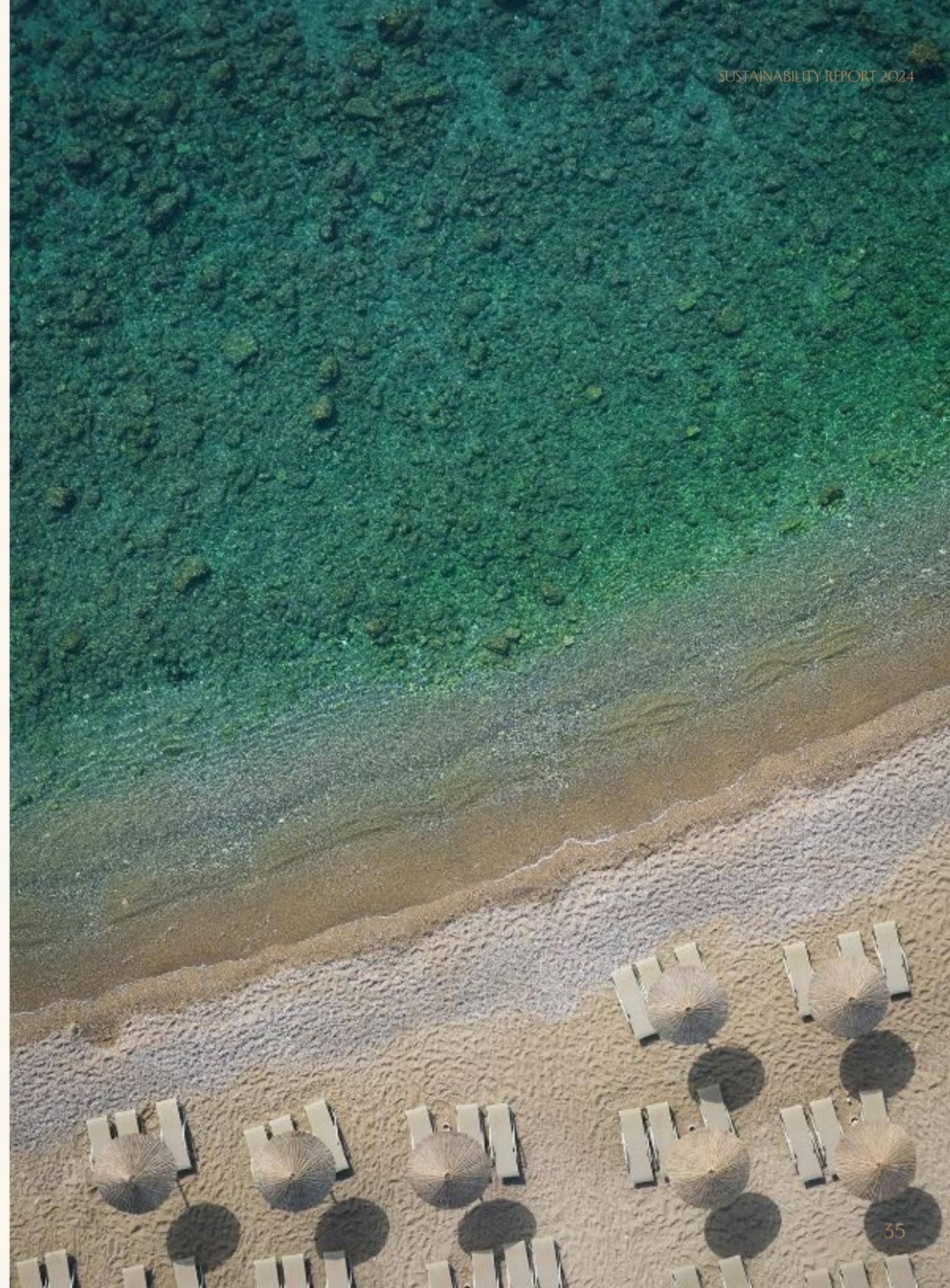
### Strategic Partnerships & Influencer Collaborations

We actively collaborate with influencers, sustainability advocates, and key tourism partners to amplify our brand's reach and impact. These partnerships allow us to share our vision of responsible tourism on a global scale, introducing Ella Resorts to new audiences while remaining true to our values of luxury, sustainability, and community empowerment. Together, we create a powerful network that elevates awareness and reinforces our reputation for purpose-driven hospitality.



03

By aligning our marketing efforts with our sustainability goals, we ensure that every communication fosters brand awareness, loyalty, and education, empowering guests to engage in more sustainable travel. Through integrated campaigns, social media storytelling, and thought leadership, Ella Resorts continues to strengthen its standing as a trusted, innovative, and environmentally responsible leader in the global hospitality industry.



2.

# SUSTAINABILITY AT ELLA RESORTS



Our contribution to the UN SDGs:



## SUSTAINABILITY AT THE HEART OF ELLA HOSPITALITY

At Ella Resorts sustainability lies at the heart of our vision. We stand by our commitment to protect the natural beauty and cultural heritage of the locations where we operate with actions that go beyond what is mandated, setting new benchmarks in the industry. Sustainability is about leadership, accountability, and creating long-term value for our guests and for society. At the same time luxury hospitality is only luxurious when it is sustainable. For us luxury and sustainability are inseparable. True luxury is no longer just about comfort and exclusivity but rather refined experiences that respect the environment and local communities. Without sustainable practices, luxury loses its authenticity and lasting value.

We harmoniously blend eco-conscious practices within our operations. While our initiatives are crafted to minimize environmental impact, they simultaneously elevate guest experience. Every aspect of our operations is designed to foster ecological balance, from energy-efficient technologies to the responsible sourcing of materials and products.

We continue to maintain the Blue Flag distinction for adjacent coastal areas in our resorts, and we work to ensure that these spaces will remain accessible, clean and safe, so that they can be enjoyed by future generations.

At the same time, we act to strengthen the social and economic fabric of our destinations by promoting and celebrating the local culture and traditions, by creating employment opportunities and by sourcing local produce. As such, we assist in the socioeconomic development of the regions where we operate while enriching the overall guest experience.

Our guests are invited to enjoy distinctive, eco-conscious and cultural experiences that honor the traditions and natural beauty of each destination. Additionally, through selected initiatives we focus on creating lasting positive impact on both the environment and society.



## OUR ESG ROADMAP

We aspire to become leaders in shaping sustainable tourism within the Mediterranean region. By setting clear goals, staying alert to emerging industry trends, and maintaining open dialogue with our stakeholders, we focus our vision on delivering responsible hospitality and creating long-term positive impacts for both the people and the planet.

Ella Resorts is a proud participant in the United Nations Global Compact since 2023, supporting the Ten Principles on human rights, labor, environment, and anti-corruption. This global commitment guides us to conduct business with integrity and accountability.

Our Sustainability Policy is the foundation for all our actions which sets the tone for our environmental and social responsibility, ethical governance and overall operational identity. Strong governance structures oversee the implementation of our strategy, monitor progress, and safeguard transparency across all decisions and actions.

Guided by the UN Sustainable Development Goals, our annual targets are designed to maximize our positive impacts and minimize our negative footprint. From reducing resource consumption and protecting biodiversity to empowering our employees and supporting local communities, we prioritise our actions according to sustainability challenges while addressing the unique needs of the regions where we operate.

Through our ESG roadmap we are reaffirming our belief that sustainable development and hospitality excellence are inseparable, and we remain committed to setting standards that will inspire progress across our industry.

### Environmental Responsibility

We acknowledge the pressing need to respond to environmental challenges with determination and impactful actions. At Ella Resorts our environmental actions are focused on the implementation of sustainable practices that reduce our negative footprint. Through thoughtful building design, renewable energy use, and waste reduction efforts, we aim to lead by helping to safeguard the planet for future generations.

- ◆ Efficient & Innovative Energy Management
- ◆ Technology Adapted
- ◆ Water Conservation
- ◆ Waste Management
- ◆ Everyday actions with a positive impact

#### Guest Focused Actions – Our Environmental Add ons

Our environmental efforts extend further through concrete everyday actions. These include offering bicycles to guests, replacing plastic with Ella cloth bags, promoting awareness of natural areas through volunteer programs that protect local environments and maintain clean, litter-free beaches.



## Social Responsibility

At Ella Resorts, we understand that hospitality is not confined within our resort premises, it extends to the people and communities around us. Our social actions are shaped by the intention to make a tangible impact on local lives. By engaging with communities, supporting public health, encouraging inclusion and diversity, and working with local suppliers, we aim to build shared value and contribute to a more inclusive future.

- ◆ Empowering staff through training
- ◆ Conscious material use
- ◆ Guest focused actions
- ◆ Social contribution
- ◆ Embracing local products
- ◆ Preserving natural resources

## Ethical Governance

Transparency, integrity, and accountability form the foundation of our governance approach. We apply strict governance practices, give priority to data privacy and protection, and maintain the highest levels of compliance and certification. By committing to ethical governance, we not only meet regulatory obligations but also build credibility and stakeholder trust.

- ◆ Integration of Management Systems
- ◆ ESG Risk Assessment
- ◆ Transparency and Reporting
- ◆ Robust Policies and Codes
- ◆ Certification and Compliance

## STRATEGIC FULL-ON RECONSTRUCTION

At Ella Resorts, we treat development, renovation and refurbishment of our properties, machinery and all infrastructures as a key driver for building a truly sustainable profile. These projects go beyond visual upgrades as they transform guest experiences and elevate the environmental performance of our resorts. By blending modular design with local architectural identity, we create spaces that are both appealing and eco-conscious.

Each renovation is planned to reinforce the sustainability profile of our hotels, integrating energy-efficient systems, responsible materials, and practices that reduce environmental impact and promote ecological balance. This approach allows us to deliver comfort and quality, while contributing positively to the planet.

### Renovation milestones



Committed to incorporating sustainable practices, Ella invests in the strategic enhancement of sustainability and environmental responsibility for every asset it manages, adopting the BREEAM In-Use framework after every renovation. This standard ensures structure and verifiable process, covering key environmental performance areas such as energy, emissions, water, waste, air quality, noise, lighting, and user well-being.

The initiative includes the categories below:

- ◆ **Energy-saving measures:** interior lighting zones, use of renewable energy sources
- ◆ **Water-saving practices:** low-flow fixtures, installation of water meters
- ◆ **Waste management:** recycling, waste-stream separation, staff training, and guest engagement.
- ◆ **Guest and user wellness:** accessible infrastructure, personal climate control systems
- ◆ **Biodiversity and impact reduction:** planting on >20% of plots, bird boxes, and native vegetation areas

Our efforts to improve our infrastructure are ongoing. Although we have proudly finished specific development and renovation projects, we tirelessly continue our work in renovating and reconstructing our resorts.



## STAKEHOLDER ENGAGEMENT AND VALUE CREATION

We create value through understanding the factors that influence our business performance. We understand value in more than just financial terms, but rather as the outcome of resources, relationships and responsible practices that contribute to sustainability and impact, long term.

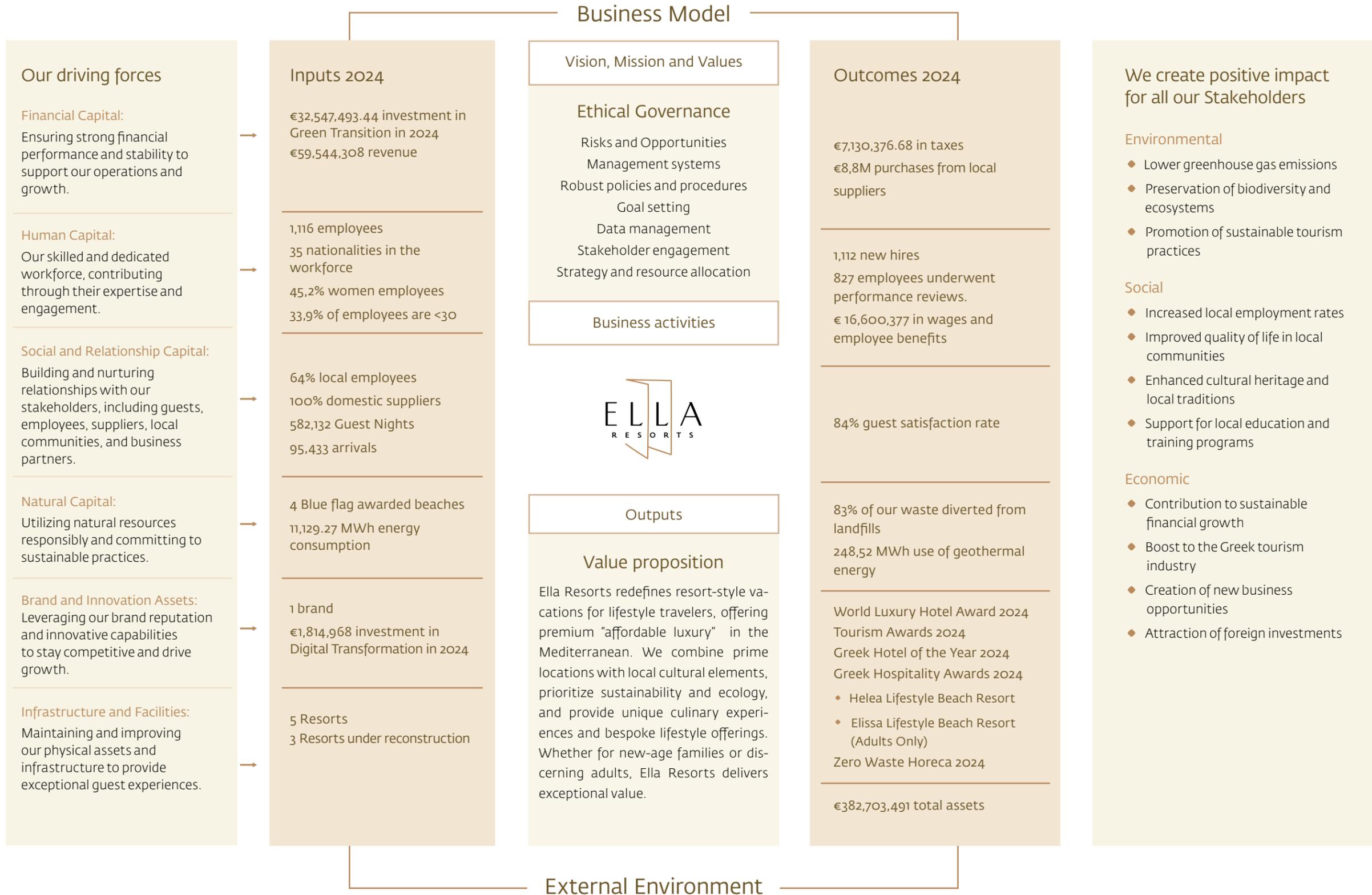
We begin by identifying the mega trends that shape our industry while we observe societal and guest demands. We recognize that planetary resources are limited and go beyond economics, encompassing a wide range of ecosystem services, we appreciate that human capital, expertise and a skilled workforce require indirect investment in society, we understand that ethical and robust governance will help us meet our goals and overall vision. These considerations in turn influence all our stakeholders, and so we bring them into our planning and decision-making to generate value. As such we achieve positive outcomes, improved employee satisfaction, stronger community connections, better environmental performance, and greater guest loyalty. Our permanent goal is to create long-term value for our business, while contributing meaningfully to the wellbeing of people and the planet.

This approach is central to our business model. It promotes responsibility, transparency, and ethical conduct, fosters stakeholder trust and aligns with strong governance standards, positioning Ella Resorts as a forward-thinking player in the hospitality industry.



# VALUE CREATION MODEL

Sector Megatrends



We understand the value of strong stakeholder relationships and the importance of open, two-way communication. We maintain regular dialogue with all stakeholder groups, listen to their concerns, respond to their needs, and always focus on creating positive outcomes while minimizing negative impacts.

In 2023, we carried out a stakeholder assessment to identify and prioritize our key stakeholder categories, ensuring that our engagement approach remains focused, relevant, and effective.

Our goal is to repeat this process in 2025 to reassess expectations, validate our priorities, and strengthen the alignment of our sustainability strategy with stakeholder needs.



### STAKEHOLDER IDENTIFICATION



Stakeholders often fall into more than one group. The local community is one such example which also includes employees, suppliers, government contacts and others as subgroups. This overlap reflects the diversity and interconnectedness of stakeholders, and the need for a comprehensive and flexible engagement strategy across all areas of operation.

We approach stakeholders through active, tailored communication, based on the specific expectations of each group. By listening carefully and responding meaningfully, we align our operations with what matters most to those we serve. This is how we strengthen trust, improve services, and make meaningful contributions to the communities where we operate. It is a core part of how we deliver excellent hospitality experiences.

STAKEHOLDER GROUP	COMMUNICATION CHANNELS	STAKEHOLDERS' KEY CONCERNS	HOW WE RESPOND AND CREATE VALUE
Shareholders	<ul style="list-style-type: none"> <li>- Annual reports</li> <li>- Individual shareholder meetings</li> <li>- Press releases</li> <li>- Direct communication via emails and phone calls</li> <li>- Meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Financial performance and profitability</li> <li>- Return on investment (ROI)</li> <li>- Corporate governance and ethical practices</li> <li>- Risk management</li> <li>- Sustainable development</li> <li>- Market position and competitiveness</li> </ul>	<ul style="list-style-type: none"> <li>- Detailed reports and financial statements.</li> <li>- We comply with all regulatory requirements.</li> <li>- We focus on achieving strong financial performance and profitability.</li> <li>- We adhere to sound corporate governance practices.</li> <li>- We are committed to advancing our ESG initiatives.</li> <li>- We publish an Annual Sustainability Report.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>- Ella Academy</li> <li>- Performance appraisal system</li> <li>- Ella Resorts SOPs</li> <li>- One-to-one meetings</li> <li>- Newsletters</li> <li>- Email announcements</li> <li>- Trainings</li> <li>- Open door policy</li> <li>- Events and initiatives</li> <li>- Employee engagement survey</li> <li>- Whistleblowing system</li> <li>- Employee Unions (Corfu)</li> </ul>	<ul style="list-style-type: none"> <li>- Compensation and benefits</li> <li>- Career opportunities</li> <li>- Work-Life balance and well-being</li> <li>- Diversity and inclusion</li> <li>- Job security</li> <li>- Training and professional development</li> <li>- Health and Safety standards</li> <li>- Engagement and recognition</li> </ul>	<ul style="list-style-type: none"> <li>- We offer competitive salaries and comprehensive benefits.</li> <li>- We provide continuous learning and development programs.</li> <li>- We foster a positive workplace culture and we implement employee wellness programs.</li> <li>- We are implementing policies and initiatives that support a diverse workforce and an inclusive work environment.</li> <li>- We strive to provide stable employment and transparent communication.</li> <li>- We maintain health and safety standards across all our properties.</li> <li>- We conduct regular performance evaluations and provide constructive feedback to support employee growth and development.</li> </ul>

STAKEHOLDER GROUP	COMMUNICATION CHANNELS	STAKEHOLDERS' KEY CONCERNS	HOW WE RESPOND AND CREATE VALUE
Guests	<ul style="list-style-type: none"> <li>- Customer surveys and feedback forms</li> <li>- Social media platforms</li> <li>- Official website</li> <li>- Mobile app</li> <li>- Email newsletters</li> <li>- Guest relations desks</li> <li>- Online review platforms</li> <li>- Live chat support</li> <li>- Phone support and customer service lines</li> <li>- Workshops</li> <li>- Community events</li> </ul>	<ul style="list-style-type: none"> <li>- Innovative and High-Quality Services</li> <li>- Stringent Health and Safety protocols</li> <li>- Certifications and Quality Assurance</li> <li>- Strong data security and confidentiality</li> <li>- Privacy</li> </ul>	<ul style="list-style-type: none"> <li>- Continuously improve our services and maintain systems to address any concerns promptly.</li> <li>- We keep our guests informed.</li> <li>- Our dedicated staff is available to assist guests on-site, ensuring personalized service and immediate support.</li> <li>- We organize and participate in events to build a sense of community and offer guests unique experiences and opportunities to connect.</li> <li>- We maintain and regularly update our certifications to meet industry standards.</li> <li>- We adhere to stringent policies and procedures.</li> <li>- We prioritize Health and Safety in all our operations and initiatives.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>- Supplier meetings and briefings</li> <li>- Emails and phone calls</li> <li>- Initiatives and events</li> <li>- Social media platforms and official website</li> </ul>	<ul style="list-style-type: none"> <li>- Fair trade practices and timely payments</li> <li>- Long-term partnerships and collaboration</li> <li>- Clear communication and transparency</li> </ul>	<ul style="list-style-type: none"> <li>- We ensure fair trade practices and adhere to timely payment schedules.</li> <li>- We seek to establish long-term partnerships.</li> <li>- We prioritize local suppliers.</li> </ul>
Travel Agencies (B2B)	<ul style="list-style-type: none"> <li>- Regular meetings and briefings</li> <li>- Phone support and customer service lines</li> <li>- Industry events</li> </ul>	<ul style="list-style-type: none"> <li>- Competitive pricing and commission structures</li> <li>- Availability and flexibility of booking options</li> <li>- Quality of guest experience and services</li> <li>- Marketing support and promotional materials</li> <li>- Timely and accurate information</li> </ul>	<ul style="list-style-type: none"> <li>- We uphold high standards of guest experience and services, ensuring that travel agencies can confidently recommend our resorts to their clients.</li> <li>- We support travel agencies with comprehensive marketing materials and promotional tools to enhance their sales efforts.</li> <li>- We ensure timely and accurate information dissemination.</li> <li>- We cultivate strong relationships with travel agencies through regular communication, collaboration, and participation in industry events.</li> </ul>

STAKEHOLDER GROUP	COMMUNICATION CHANNELS	STAKEHOLDERS' KEY CONCERNS	HOW WE RESPOND AND CREATE VALUE
Local Communities	<ul style="list-style-type: none"> <li>- At hoc meetings and forums</li> <li>- Local media and official website</li> <li>- Social media platforms</li> <li>- Public events</li> <li>- Initiatives and workshops</li> <li>- Direct communication through local representatives</li> </ul>	<ul style="list-style-type: none"> <li>- Employment opportunities and economic impact</li> <li>- Environmental conservation and sustainability practices</li> <li>- Community development and support</li> <li>- Cultural preservation and respect</li> <li>- Health and safety standards</li> <li>- Transparent communication and engagement</li> </ul>	<ul style="list-style-type: none"> <li>- We create employment opportunities and contribute to the local economy by prioritizing hiring from the surrounding communities and by supporting local businesses.</li> <li>- We implement robust environmental conservation and sustainability practices to minimize our ecological footprint and protect local natural resources.</li> <li>- We actively participate in community development and social initiatives.</li> <li>- We respect and preserve local culture by incorporating cultural elements into our guest experiences and supporting local cultural events and traditions.</li> <li>- We maintain transparent communication and engage regularly with local communities to understand their needs.</li> </ul>
Financial institutions	<ul style="list-style-type: none"> <li>- Financial reports and statements</li> <li>- Regular meetings and briefings</li> <li>- Emails and phone communications</li> </ul>	<ul style="list-style-type: none"> <li>- Financial stability and performance</li> <li>- Risk management and mitigation</li> <li>- Transparency and compliance</li> <li>- Strategic growth and investment opportunities</li> <li>- Sustainable and responsible business practices</li> </ul>	<ul style="list-style-type: none"> <li>- We ensure financial stability and robust performance through prudent management and strategic planning.</li> <li>- We implement risk management practices to mitigate potential financial risks.</li> <li>- We maintain transparency and accuracy in our financial reporting, providing clear and detailed information.</li> <li>- We strictly comply with all financial regulations, ensuring legal and ethical operations.</li> </ul>



STAKEHOLDER GROUP	COMMUNICATION CHANNELS	STAKEHOLDERS' KEY CONCERNS	HOW WE RESPOND AND CREATE VALUE
Media	<ul style="list-style-type: none"> <li>- Press releases and media kits</li> <li>- Press conferences and media briefings</li> <li>- One-on-one interviews</li> <li>- Official website</li> <li>- Social media platforms</li> <li>- Email newsletters and updates</li> </ul>	<ul style="list-style-type: none"> <li>- Access to accurate and timely information</li> <li>- Availability of spokespersons and experts</li> <li>- High-quality visuals and press materials</li> </ul>	<ul style="list-style-type: none"> <li>- We ensure media access to accurate and timely information by issuing regular press releases and updates on key developments.</li> <li>- We maintain transparency</li> <li>- We supply high-quality visuals and comprehensive press materials to support media coverage and storytelling.</li> </ul>
Government, Authorities and Regulatory Bodies	<ul style="list-style-type: none"> <li>- Formal reports and compliance documents</li> <li>- Meetings and briefings</li> <li>- Direct communication through emails and phone calls</li> <li>- Participation in industry forums and conferences</li> <li>- Public consultations</li> </ul>	<ul style="list-style-type: none"> <li>- Regulatory compliance and legal adherence</li> <li>- Economic contributions and job creation</li> <li>- Public health and safety standards</li> <li>- Environmental impact and sustainability</li> <li>- Transparency and accountability</li> <li>- Community development and social responsibility</li> </ul>	<ul style="list-style-type: none"> <li>- We ensure strict compliance with all relevant regulations and legal requirements, maintaining high standards of operations.</li> <li>- We contribute to the local economy through job creation and other economic activities, fostering strong relationships with government entities.</li> <li>- We maintain transparency and accountability through regular reporting.</li> </ul>
Business partner	<ul style="list-style-type: none"> <li>- Regular meetings and briefings</li> <li>- Emails and phone calls</li> <li>- Partnership portals and online platforms</li> <li>- Industry events and Initiatives</li> </ul>	<ul style="list-style-type: none"> <li>- Fair and transparent business practices</li> <li>- Mutual growth and profitability</li> <li>- Clear communication and collaboration</li> <li>- Compliance with contractual obligations</li> <li>- Innovation and market competitiveness</li> </ul>	<ul style="list-style-type: none"> <li>- We maintain fair and transparent business practices, build trust and maintain integrity in all partnerships.</li> <li>- We maintain clear communication and collaboration to ensure alignment and effective joint operations.</li> <li>- We strictly comply with all contractual obligations, providing consistency and reliability.</li> </ul>
Academic and Educational Institutions	<ul style="list-style-type: none"> <li>- Regular meetings and collaborative workshops</li> <li>- Lectures and seminars</li> <li>- Internship and training programs</li> <li>- Research collaborations and projects</li> <li>- Direct communication via emails and phone calls</li> <li>- Events and initiatives</li> </ul>	<ul style="list-style-type: none"> <li>- Opportunities for research and collaboration</li> <li>- Employment opportunities for students</li> <li>- Support for educational programs and initiatives</li> <li>- Access to industry expertise and resources</li> <li>- Contribution to academic knowledge and curriculum development</li> </ul>	<ul style="list-style-type: none"> <li>- We offer internships and employment opportunities, providing students and graduates with valuable industry experience.</li> <li>- We support educational programs and initiatives through funding, resources, and active participation.</li> <li>- We share industry expertise and resources to enhance academic knowledge and curriculum development.</li> </ul>

## MATERIALITY ASSESSMENT

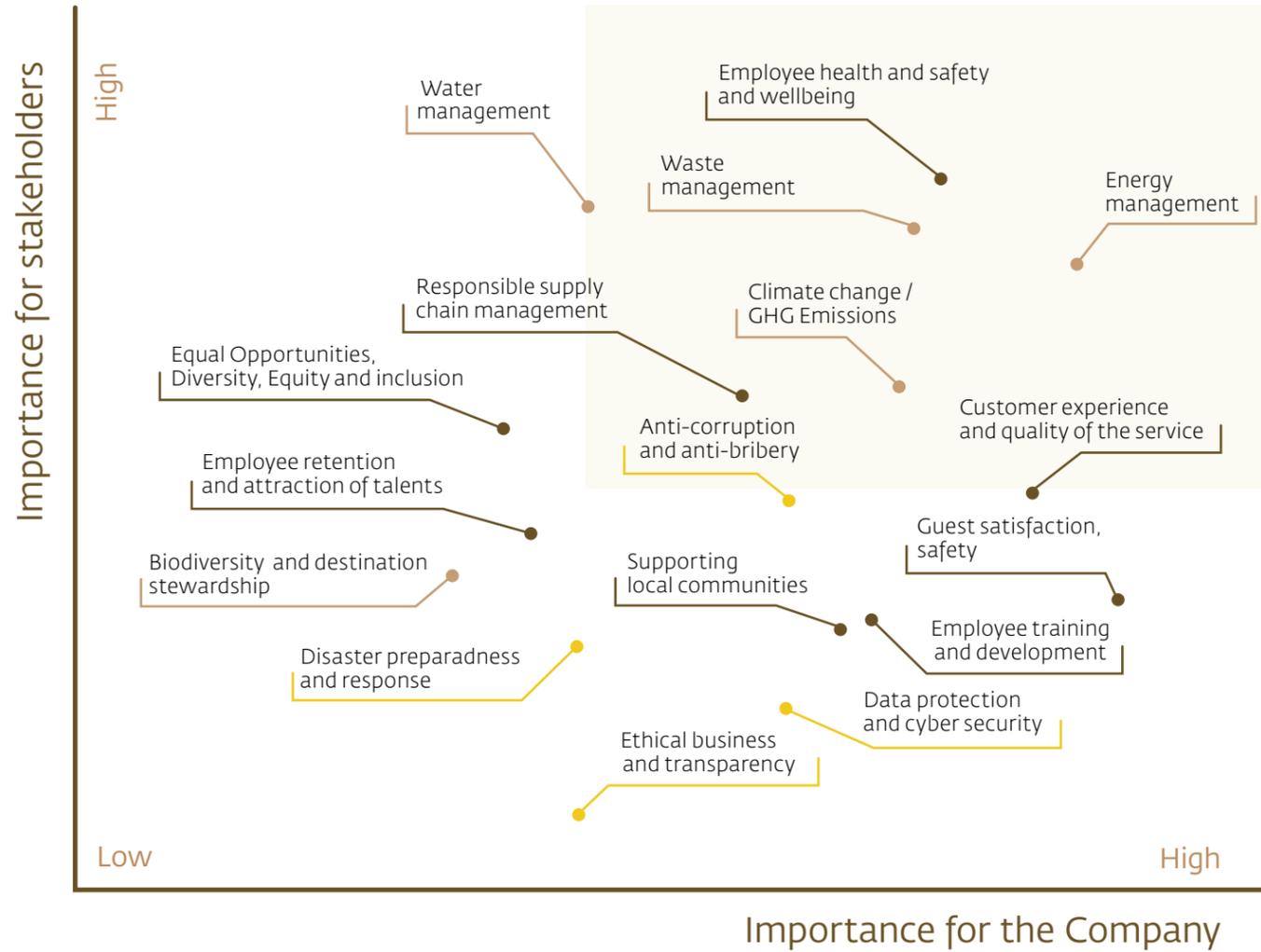
In 2024, we revisited our materiality assessment to reassess and prioritize the environmental, social, and governance issues most significant to our stakeholders and our business. The process was conducted in line with the Global Reporting Initiative (GRI) Standards and the European Sustainability Reporting Standards (ESRS), ensuring alignment with the latest international and European disclosure requirements. As a Participant of the United Nations Global Compact (UNGC) since 2023, we remain committed to embedding its principles into our strategy and operations, reinforcing our dedication to transparency, accountability, and sustainable value creation.

This marked the second consecutive year of our materiality process, which was grounded in a comprehensive stakeholder survey and dialogue. Representatives from all stakeholder groups were engaged to provide input on the issues most relevant to them, allowing us to capture a balanced perspective across our value chain. The process confirmed the continued validity of the issues identified, demonstrating that they remain highly relevant for both our stakeholders and our business priorities. These insights form the basis for the next steps of our materiality journey, guiding us toward a more detailed financial materiality assessment and ensuring that our strategy addresses the areas where we can create the greatest positive impact.

### The Materiality Process in four steps



# ELLA RESORTS MATERIALITY MATRIX



## MATERIAL ISSUES

Environment	Social
<ul style="list-style-type: none"> <li>1. Energy management</li> <li>5. Waste management</li> <li>6. Climate change / GHG Emissions</li> <li>11. Water management</li> <li>17. Biodiversity and destination stewardship</li> </ul>	<ul style="list-style-type: none"> <li>2. Guest satisfaction, safety</li> <li>3. Employee health and safety and wellbeing</li> <li>4. Customer experience and quality of the service</li> <li>8. Responsible supply chain management</li> <li>9. Employee training and development</li> <li>10. Supporting local communities</li> <li>13. Employee retention and attraction of talents</li> <li>14. Equal Opportunities, Diversity, Equity and inclusion</li> </ul>
Governance	
<ul style="list-style-type: none"> <li>7. Anti-corruption and anti-bribery</li> <li>12. Data protection and cyber security</li> <li>15. Disaster preparedness and response</li> <li>16. Ethical business and transparency</li> </ul>	

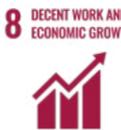


## OUR CONTRIBUTION TO THE 17 SDGs

In addition to our collaboration with conservation groups, scientists, and community organizations, we are proudly standing alongside other global businesses in supporting the UN Sustainable Development Goals (SDGs). As participants in the United Nations Global Compact (UNGC), we acknowledge that our managed properties and operations align with all 17 SDGs.

SDGS	TARGET	TARGET YEAR	PROGRESS 2024	STATUS	NEXT STEPS
 <p>Target 1.4</p>	Increase collaborations with educational institutions to foster learning and development opportunities for vulnerable groups.	2025	<ul style="list-style-type: none"> <li>- Collaboration with IST College</li> <li>- Three Scholarships have been awarded. One of the scholarship recipients resides in a Residential Care Facility for The Smile of the Child.</li> </ul>	Progressing	The initiative has been extended to 2026 to include more educational institutions and supportive actions fostering learning and development opportunities for vulnerable groups.
 <p>Target 2.2, 2.3, 2.4</p>	Support local communities and producers, contributing to improved nutrition, food security, and the reduction of food waste.	2026	<ul style="list-style-type: none"> <li>-Support vulnerable groups through meal provision (see Empowering Societies chapter).</li> <li>- Implement actions to reduce food waste (see Environmental chapter).</li> <li>- Support local farmers and producers.</li> </ul>	Progressing	Sustain and expand these activities while exploring new initiatives.
 <p>Target 3.5</p>	Enhance user comfort and well-being in reconstructed resorts by enabling greater control over lighting and temperature, reducing light flicker, and providing accessibility features.	2024	For HELEA & ELISSA resorts: Automation systems and sensors for lighting and temperature control are integrated into the central Building Management System (BMS) for efficient operation. Flicker-free lamps are installed to minimize light flickering, while accessibility features and design interventions ensure comfort and safety for guests with disabilities or limited mobility.	Ongoing objective	Measures already in place at HELEA and ELISSA resorts will be maintained, and by 2027 the same standards will be applied to the, under construction, La Grotta Verde (will be renamed to ALKYNA) and ROCRITA resorts.
	Organize at least one blood donation in Helea, Elissa and Capo Di Corfu Resorts.	2024	A total of 26 units of blood were collected (ref. to the section Staying Committed to our People).	Ongoing objective	No action required
	Enable user control over indoor lighting in more than 80% of hotel areas.	2024	For HELEA & ELISSA resorts, lighting control is optimized through integrated automation systems and sensors connected to the central BMS, enabling efficient management of over 60% of these systems.	Progressing	By 2024, HELEA & ELISSA resorts will maintain all existing actions, targeting control of over 80% of hotel areas. By 2027, this level of control will also be achieved at the, under construction, La Grotta Verde (will be renamed to ALKYNA) and ROCRITA resorts.
	We will select lamps and electrical equipment to reduce flickering (>75%).	2024	For HELEA & ELISSA resorts Light flickering is reduced by installing flicker-free lamps in more than 60% of the relevant hotel areas.	Progressing	Control across more than 75% of hotel areas will be achieved and maintained at HELEA & ELISSA resorts, while by 2027 the same level of control will be ensured for the, under construction, La Grotta Verde (will be renamed to ALKYNA) and ROCRITA resorts.

SDGS	TARGET	TARGET YEAR	PROGRESS 2024	STATUS	NEXT STEPS
 <p>4 QUALITY EDUCATION</p> <p>Targets 4.3, 4.5, 4.7</p>	100% of Ella Resorts employees will have access to the Ella Academy - Online Training Portal.	2024	The online training portal and the talent development programme have been fully integrated refer to the section Staying Committed to our People.	Achieved	No action required
	The Ella Signature Talent Development Programme will be 100% integrated.				
 <p>5 GENDER EQUALITY</p> <p>Targets 5.1, 5.5</p>	100% of employees will be trained in Violence and Harassment, Diversity and Inclusion, Human Rights policies.	2027	29% achieved in 2024 (ref. to the section Staying Committed to our People).	Progressing	Increase the number of employees that will be engaged in those activities.
	Increase the share of women at the workforce by 5%.	2027	Implement the UN's Gender Equality Target program, which includes a dedicated Gender Action Plan aimed at establishing strong policies, clear procedures, and a workplace culture.		
	Increase the share of women at managerial positions by 5%.	2028			
	Implement initiatives to increase gender diversity in leadership positions.	2028			
Conduct a gender diversity assessment to ensure equal representation and opportunities.	2024	In 2024, a gender diversity assessment was conducted through participation in the Women's Empowerment Principles (WEPs) initiative, evaluating equal representation and opportunities across the organization.	Achieved	Trough WEP participation targets and timeline are defined.	
 <p>6 CLEAN WATER AND SANITATION</p> <p>Targets 6.3, 6.5</p>	100% of eligible Ella Resorts will install smart water meter systems that can interface with building automation systems.	2027	For HELEA & ELISSA resorts smart water meters are installed that can interface with building automation systems.	Progressing	By 2027, the same level of control will also be achieved at the, under construction, La Grotta Verde (will be renamed to ALKYNA) and ROCRITA resorts through the implementation of targeted actions.
	Installation of 63 water submeters to optimize use.	2024	For HELEA & ELISSA resorts 17 sub water meters are installed.	Progressing	By 2027, the total number of sub water meters for HELEA, ELISSA, and the, under construction, Grotta Verde (will be renamed to ALKYNA) and ROCRITA resorts will reach at least 63.
	Cut water use intensity by 30%.	2030	The intensity results for Rhodes are satisfactory (reduction of 10%), while those for Corfu require improvement (refer to Environmental chapter).	Progressing	Ongoing steps to reduce water use by 30% across all resorts (HELEA, ELISSA, La Grotta Verde, ROCRITA) include installing low-flow faucets, sensor-activated taps, and dual-flush toilets, implementing efficient irrigation with drip systems and low-water-demand plants, and upgrading laundry equipment to use less water. Staff and guests are continuously educated on water-saving practices, including linen-change policies and responsible tap use. Water meters are installed at key points to monitor consumption and detect leaks.
	In all eligible resorts we will Install low-flow plumbing fixtures.	2027	Low-flow room faucets, dual-flush toilets, and infrared sensor faucets in common area restrooms have been installed at HELEA & ELISSA resorts.	Progressing	All necessary steps will be taken to ensure that, by the target year 2027, this will also apply to the, under construction, resorts La Grotta Verde (wil be renamed to ALKYNA) and ROCRITA and the installation of the systems as follows will be completed without compromising user experience. -low-flow bathroom faucets - the use of sensor-activated faucets follows public restrooms to reduce unnecessary water use. -dual-flush toilet systems for optimized water use.
	In all eligible resorts we will use low-water consumption laundry machines.	2027	Washing machines with water-saving features have been installed at HELEA & ELISSA resorts, complemented by detergents designed for reduced water usage.	Progressing	All required actions will be taken to ensure that, by the target year 2027, this will also apply to the, under construction, resorts La Grotta Verde (will be renamed to ALKYNA) and ROCRITA.

SDGS	TARGET	TARGET YEAR	PROGRESS 2024	STATUS	NEXT STEPS
 <p>7 AFFORDABLE AND CLEAN ENERGY</p> <p>Target 7.2</p>	Transition to using at least 30% renewable energy sources across all Ella Resorts.	2030	HELEA & ELISSA resorts use at least 30% renewable energy such as solar and geothermal energy.	Progressing	By 2025, the, planned for renovation, La Grotta Verde (will be renamed to ALKYNA) will install solar panels for water heating purposes. In parallel, ROCRITA will incorporate solar panels to support its overall energy supply.
	Optimize energy use, in all reconstructed resorts, by implementing zone lighting, energy-efficient windows, advanced Domestic Hot Water (DHW) systems, and efficient building systems, including renewable energy sources such as solar and geothermal.	2027	HELEA & ELISSA resorts have implemented a series of activities to optimize energy performance, as described in the Environmental chapter, aiming to enhance efficiency and reduce overall consumption.	Progressing	By 2027, the same measures will be implemented at the, under construction, La Grotta Verde (will be renamed to ALKYNA) and ROCRITA resorts.
	Install energy submeters to optimize the use of both resources in Helea and Elissa Resorts.	2024	At HELEA & ELISSA, sub-metering systems integrated into the BMS monitor energy use in kitchens, restaurants, and other areas. This granular monitoring helps identify excess usage, implement targeted savings, track sustainability goals, reduce costs, and minimize the hotels' environmental footprint.	Achieved	No action is required for HELEA & ELISSA resorts. Energy meters will be installed in the remaining energy-consuming systems to expand monitoring capabilities. By 2028, this will also apply to the, under construction, La Grotta Verde (will be renamed to ALKYNA) and ROCRITA resorts.
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p> <p>Targets 8.3, 8.5, 8.6, 8.8, 8.9</p>	100% Coverage in Employee Satisfaction Survey.	2024	(ref. to the section Staying Committed to our People).	Achieved	
	Update and integration of Ella Signature Onboarding.				
	Comprehensive Leadership Development Trainings.				
	We will enhance our Employer Branding (EVP) to position Ella Resorts as the Employer of Choice.				
	Offering three full-tuition scholarships representing a total investment of €18,000.				
	Upgrade Performance Evaluation Process.				
	Implementing an Employee Referral Program.	2026			
Increase the average training hours per employee by 3 hours.	2027	The average number of training hours per employee (Total Training Hours / Head Count) is 5.9 hours for 2024 (ref. to the section Staying Committed to our People).	Achieved with base year 2023	Increase the average training hours per employee to 7 hours.	
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <p>Targets 9.1, 9.3, 9.4</p>	Implement artificial intelligence (AI) food waste technology in HELEA & ELISSA	2025	In search of an appropriate system for HELEA & ELISSA.	Progressing	To support the food waste monitoring, an AI-based tool, Winnow Data, has been identified. The tool will be acquired and adapted for HELEA & ELISSA in 2025 and AKLYNA in 2026 to enhance overall waste management.
	Implement artificial intelligence (AI) food waste technology in ALKYNA				
	Invest in decarbonization by spending at least €49 m on green infrastructure and renovation projects in the next years.	2026	In 2024 the investment was spent on the hotel units that are under reconstruction. For: - La Grotta Verde (renamed to ALKYNA): €10.8m - ROCRITA: €22.5m	Progressing	Investment planned for future green development for 2025-2026 up to €43m: - Pelekas Monastery (Elyra): €12.5m - Capo di Corfu (Veneta): €30m
	Implement an integrated data management collection system.	2026	For HELEA & ELISSA units, BMS collects comprehensive data on the electromechanical systems and building automation.	Progressing	By the target year 2026, this will also apply to the, under construction, resorts La Grotta Verde (Alkyna) and ROCRITA.
	Achieve LEED Certification for Rhodes Hotels.	2025	Actions are in line with the acquirement of the certification in Rhodes within 2025.	Progressing	No action requested

SDGS	TARGET	TARGET YEAR	PROGRESS 2024	STATUS	NEXT STEPS
 <p>Targets 10.2, 10.3, 10.4</p>	Training provided 100% to employees on Diversity & Inclusion/Unconscious Bias.	2026	Diversity Training was achieved during 2024.	Progressing	Unconscious Bias is planned for 2025-26.
	Endorsing Human Rights Initiatives.	2025	UN participation		By 2025, actions towards endorsing human rights initiatives will be implemented, along with a review of the Human Rights policy.
	Sign the Greek Diversity Charter.	2026	- UN participation - Training on Diversity		Actions towards this direction are already underway, and in 2026 the signing of the Greek Diversity Charter is planned.
	Conduct a comprehensive human rights assessment to identify and address potential issues.	2026	- Human rights Policy available - Training in Human Rights		Next steps include the revision of Human Rights policy in 2025.
	Implement an equal pay policy to ensure fair compensation regardless of gender or nationality.	2030	- Part of the Gender Equality, Human Rights & Women's Rights Policy - 100% achievement of equal pay		Continuation of efforts in this direction whenever an opportunity arises.
 <p>Target 11.4</p>	Implement at list one cultural heritage preservation program at all resorts, partnering with local communities to restore and maintain historical sites and traditions.	2030	Supporting local organizations, cultural and beautification associations, as well as music and art centers, contributing to the preservation of cultural heritage and traditions.	Progressing	Strengthen collaborations with local organizations and expand initiatives that promote traditional cuisine, arts, and cultural heritage across all resorts.
	Host cultural events and workshops that showcase local arts, crafts, and traditions, involving community members and guests.	2030			
	Implement the Bike Friendly certification in eligible Resorts.	2024	Implemented by HELEA and ELISSA	Progressing	Target redirected for: - 2025 for Mon Repos - 2025 La Grotta Verde (will be renamed to ALKYNA) - 2026 renewal for the hotel units of Rhodes. - 2028 for Capo di Corfu and ROCRITA
	Herb gardens will be developed in Elissa, Helea and Capo Di Corfu Resorts.	2024	Gardens have been developed at HELEA and Capo Di Corfu, featuring aromatic herbs such as sage, oregano, and mint, along with a variety of vegetables and fruits.	Progressing	Develop a garden in ELISSA in 2025.
	We will Implement xeriscaping: over 40-50% of low-irrigation planting in La Grotta Verde, Peleka, and a lower proportion in Capo di Corfu.	2027	La Grotta Verde (renamed to ALKYNA) is under redesign within 2024. The low irrigation planting will be included.	Progressing	For the remaining hotel units, redesign plans are in place, including defined planting targets.
 <p>Targets 12.2, 12.5, 12.8</p>	Ensure that all kitchens and staff dining facilities source meat products from suppliers that comply with recognized animal welfare standards, and prepare and serve food in accordance with these requirements.	2025	Ongoing engagement with 12 meat suppliers to assess and support compliance with animal welfare standards as part of the company's responsible sourcing program.	Progressing	Continue supplier engagement and monitoring, strengthen supplier requirements related to animal welfare, and implement corrective action plans where gaps are identified.
	30% cage-free eggs across the Ella Resort portfolio.	2027	11% Achieved in 2024	Progressing	Efforts to achieve 30% by the target year 2027.
	Implement a zero-waste future program.	2030	Our hotels in Rhodes and the La Grotta Verde hotel, participated in the Zero-Waste Future program, which aims to reduce waste generation in Greece's hospitality sector.	Progressing	Expand the Zero-Waste Future initiatives to all hotels, continue waste reduction efforts, and strengthen collaborations promoting a circular economy in hospitality.

SDGS	TARGET	TARGET YEAR	PROGRESS 2024	STATUS	NEXT STEPS
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>Targets 12.2, 12.5, 12.8</p>	Adopt food waste reporting systems which AI technology to help chefs accurately pinpoint food waste streams in Helea and Elissa.	2026	In 2025 HELEA & ELISSA resorts will adapt an AI based system for the monitoring of food waste that will support an optimal reporting system.	Progressing	Train relevant employees / Adapt the same system for La Grotta Verde (will be renamed to ALKYNA).
	30% reduction in food waste (from our 2023 baseline).	2028	5% Reduction in 2024 (ref. to the section of Environment)	Progressing	AI based management tools will support the activities to minimize food waste by providing customized solutions and directions for each resort.
	Organic waste recovery through anaerobic digestion for biogas and bio-fertiliser production under the licenced third party contract.	2026	Initiation of the search and evaluation of a suitable licensed third-party.	Progressing	Collaboration with external partner Reco Oil.
	Reduce landfilled waste by 50%.	2030	14% Reduction achieved in 2024 (ref. to the section of Environment)	Progressing	Taking steps to minimize the food waste will have a great impact on the reduction of the total waste landfilled. The acquisition of the AI based management system will support the achievement of the goal.
	BREEAM in Use certification in HELEA and ELISSA.	2024	BREEAM certification has been achieved for HELEA & ELISSA resorts.	Achieved	No action required
	Establish a sustainability committee.	2026	In 2024, the formation of the committee was decided.	Progressing	By the end of 2025, the committee will begin its operations.
 <p>13 CLIMATE ACTION</p> <p>Targets 13.2, 13.3</p>	Improve the environmental performance of the hotels by minimizing their footprint.	2030	Data collection is carried out on energy consumption by type of fuel and energy source, and calculations of the energy footprint are performed. Based on the analysis of the results, efforts are made to reduce emissions.	Progressing	By 2030, the, planned for renovation, La Grotta Verde (will be renamed to ALKYNA) and Rocrita resorts will also fully align with these sustainability initiatives.
	Record scope 1,2 emissions sources.	2025	An annual recording of emissions is carried.	Achieved	The, planned for renovation, La Grotta Verde (will be renamed to ALKYNA) is planned to comply with these measures by the target year 2025.
	Drive toward a net-zero future.	2030	Current actions focus on improving the sustainability and energy efficiency of hotel operations through renovations (energy-efficient systems, water-saving measures) and enhancing environmental performance while supporting local biodiversity (sustainable landscaping, carbon capture).	Progressing	Next steps aim to further reduce environmental impact through partnerships with environmental organizations, continuous monitoring of resource use, and implementing additional measures to restore ecosystems.
	Achieve Zero-Plastics operations.	2040	- Minimization of the plastic use (ref. to the section of Environment). - Selection of suppliers based on (ref. to the section of Suppliers).	Progressing	Use of biodegradable and reusable packaging across key categories.
	Ensure in all reconstructed resorts CO2 monitoring and record scope 1.2.	2024	The progress was marked by the certification of HELEA & ELISSA resorts in accordance with ISO 14064 for for Scope 1,2 GHG emissions. An annual recording of emissions is carried out to monitor performance and support continuous improvement for all the resorts.	Progressing	The future steps include the acquirement of: - ISO 14064-1 (Scope 1,2&3) for 2025 HELEA & ELISSA -ISO 14064 (Scope 1, 2) for 2025 La Grotta Verde (will be renamed to ALKYNA)
	We will Install CO2 meters in areas with variable occupancy (e.g., gym); devices will provide visual or auditory alerts above set CO2 levels in HELEA and ELISSA resorts.	2024	CO2, temperature, and humidity meters have been installed in various common areas and integrated into the BMS for HELEA & ELISSA.	Achieved	Measures will be fully implemented at the, planned for renovation, La Grotta Verde (will be renamed to ALKYNA) and ROCRITA by the target year 2028.
 <p>14 LIFE BELOW WATER</p> <p>Target 14.1</p>	Implement a comprehensive sustainable seafood strategy in all Ella Resorts.	2026	Letters have been sent to all nine seafood suppliers, with responses received from three so far.	Progressing	Follow up with the remaining six suppliers to ensure they respond.
	Ensure that 100% of seafood served at all Ella Resorts is sustainably sourced.	2030	It is within the framework of our philosophy and business policy to follow strategies that aim at environmental sustainability.	Progressing	Collaboration with suppliers that are assessed by ESG criteria.

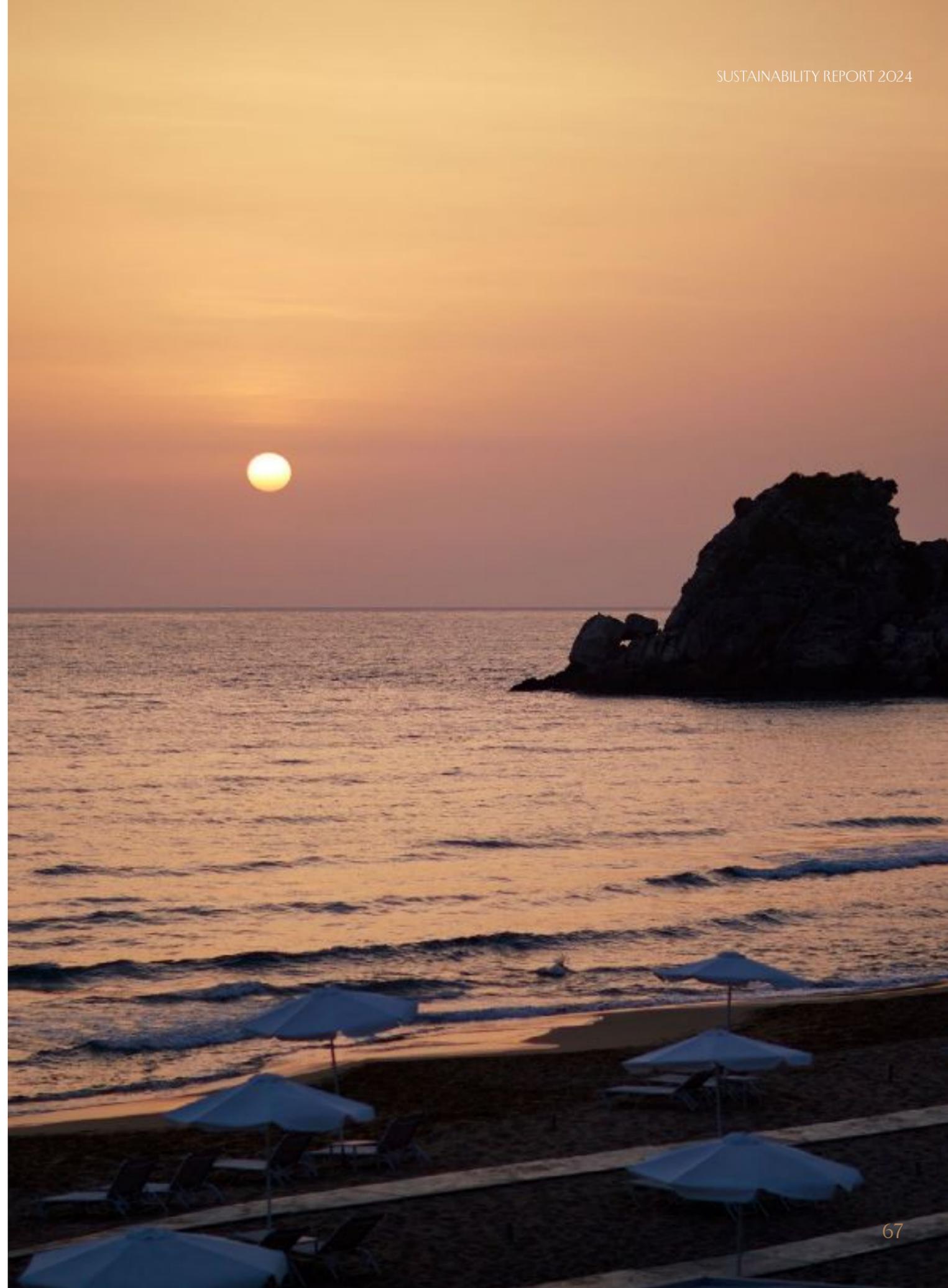
SDGS	TARGET	TARGET YEAR	PROGRESS 2024	STATUS	NEXT STEPS
 <p>Target 15.5</p>	A system will be implemented to monitor and report the number of trees planted through various initiatives, toward the goal of planting 30 trees every year.	2024	Every year, we carry out this initiative, and in 2024, 30 trees were planted.	Achieved	As for the next steps, we will continue planting trees annually, aiming to exceed the agreed target and further enhance our environmental contribution.
	Collaborate with local communities and conservation groups to promote sustainable land management practices.	2030	- Training of staff on coastal marine life management on the island of Rhodes – organized by "Common Nature". - We have placed a sign on the beach, designed by scientists from the HCMR Rhodes Marine Biological Station, that provides visitors with information about local marine life and includes a QR code allowing bathers to report sightings of injured or trapped marine mammals, thereby alerting scientists for immediate intervention.	Progressing	Keep collaborating with conservation groups to support sustainable land management.
	We aim to conserve the local flora and fauna at our Rhodes resorts by implementing initiatives to protect the rare <i>Pancratium maritimum</i> , a plant native to our sandy coasts.	2024	We install protective fences around the <i>Pancratium maritimum</i> and provide signs describing the plant and its rarity.	Achieved	We will continue our efforts to protect the <i>Pancratium maritimum</i> .
	We will plant vegetation on more than 20% of the property in the eligible resorts.	2027	This has been successfully achieved by HELEA and ELISSA, with local flora planted across the property, featuring xeric gardens and green roofs in Rhodes using drought resistant plants that require minimal watering.	Progressing	Similar initiatives are planned at Capo di Corfu and PELEKAS during their reconstruction.
	We will install bird boxes to support local wildlife.	2024	Bird boxes were installed at HELEA & ELISSA.	Achieved	Bird boxes will be placed in the resorts of Alkyna and ROCRITA in 2025 and 2026 accordingly.
	We will design and construct buildings for future adaptability.	2024	La Grotta Verde (will be renamed to ALKYNA) is under reconstruction with measures to reduce water and energy use and other eco-friendly initiatives.	Achieved	Ella Resorts have a reconstruction plan for their hotels, all focused on sustainability.
 <p>Target 16.5, 16.6, 16.7, 16.10b</p>	Zero incidents in data privacy and information security record.	2024	ref. to the section of Governance.	Achieved	No action required
	Zero legal actions for anti-competitive behavior.	2024	ref. to the section of Governance.	Achieved	No action required
	Zero bribery incidents.	2024	ref. to the section of Governance.	Achieved	No action required
	Implement a Sustainability Policy.	2024	The Sustainability Policy is implemented through the Energy and Environmental Policy.	Achieved	A Sustainability Policy is planned to be published within 2026.
	An ISO 27001 Information Security certification will be implemented at Rhodes Resorts.	2025	HELEA & ELISSA Hotel are directed to implement the ISO within 2025.	Progressing	No action required
 <p>Targets 17.6, 17.8, 17.9</p>	100% adherence to the Supplier Code of Conduct for all contracted suppliers.	2026	Build on the Suppliers Code of Conduct, following the self-assessment completed by 34% of key suppliers.	Progressing	We will continue the evaluation of suppliers based on ESG criteria.
	Develop a comprehensive Sustainable Sourcing Strategy.	2025	As part of our Sustainable Sourcing Strategy, in 2024, 34% of key suppliers completed the ESG self-assessment. Of these, 77% fully met our standards, while 23% entered a monitoring and support process to improve compliance.	Progressing	Increase the percentage of suppliers completing the ESG self-assessment.
	Introducing ESG Supplier Criteria and Key Performance Indicators.	2025	- Self ESG Assessment - EU Ecolabel certification: Adopted for cleaning agents and paper goods - Biodegradable products: Represent 25% of total product categories	Progressing	In an ongoing effort to promote sustainable supplies, introduce ESG supplier criteria and key performance indicators, which will continue in the coming years.
	Partnerships with Tourism Educational Institutions.	2024	Collaboration with IST College.	Achieved	No action required

3.

# NATURALLY RESPONSIBLE

Our Environmental Commitments

Our contribution to the UN SDGs:





# OUR ENVIRONMENTAL PERFORMANCE

 CERTIFICATIONS 2024

 HOTELS

ISO 14001	HELEA, ELISSA
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 PREVENTED tCO<sub>2</sub>E

 ACTION IN 2024

452,86	Solar Water Heaters
91.55	Geothermal Heat pumps
543	Surplus food donated rather than sent to landfill



# OUR APPROACH

Environmental protection and a conscious response to the challenges posed by the hospitality sector are top priorities for Ella Resorts. Environmental responsibility is embedded across all operations, guided by the material topics defined under the Environmental pillar.

At Ella Resorts, sustainability is considered from the start, literally starting at base, from the initial planning stages and architectural design to construction and daily operations. Our facilities are central to the experience we offer while every additional element, gastronomy, wellness spaces, and the surrounding landscape, is designed and managed with environmental responsibility in mind. We create spaces, facilities and landscapes that respect and enhance the natural surroundings, while providing a responsible and relaxing experience.

Our goal is to continuously evolve, minimize our environmental footprint while actively contributing to the well-being of local communities and ecosystems. Guided by this commitment, Ella Resort has invested €32.5m in 2024 in sustainable infrastructure and renovation projects designed to secure long-term environmental benefits.

## Certification Pathway and Milestones

As part of our continuous development, we have designed and implemented a comprehensive environmental management system aligned with internationally recognized standards. We have already achieved ISO 14001:2015 certification for Environmental Management (ELISSA, HELEA) and plan to acquire in 2025 ISO 14064: 2018 certification for the quantification and reporting of greenhouse gas emissions Scope 1 and 2 (ELISSA, HELEA, LA GROTTA VERDE), all collectively boosting our environmental identity.

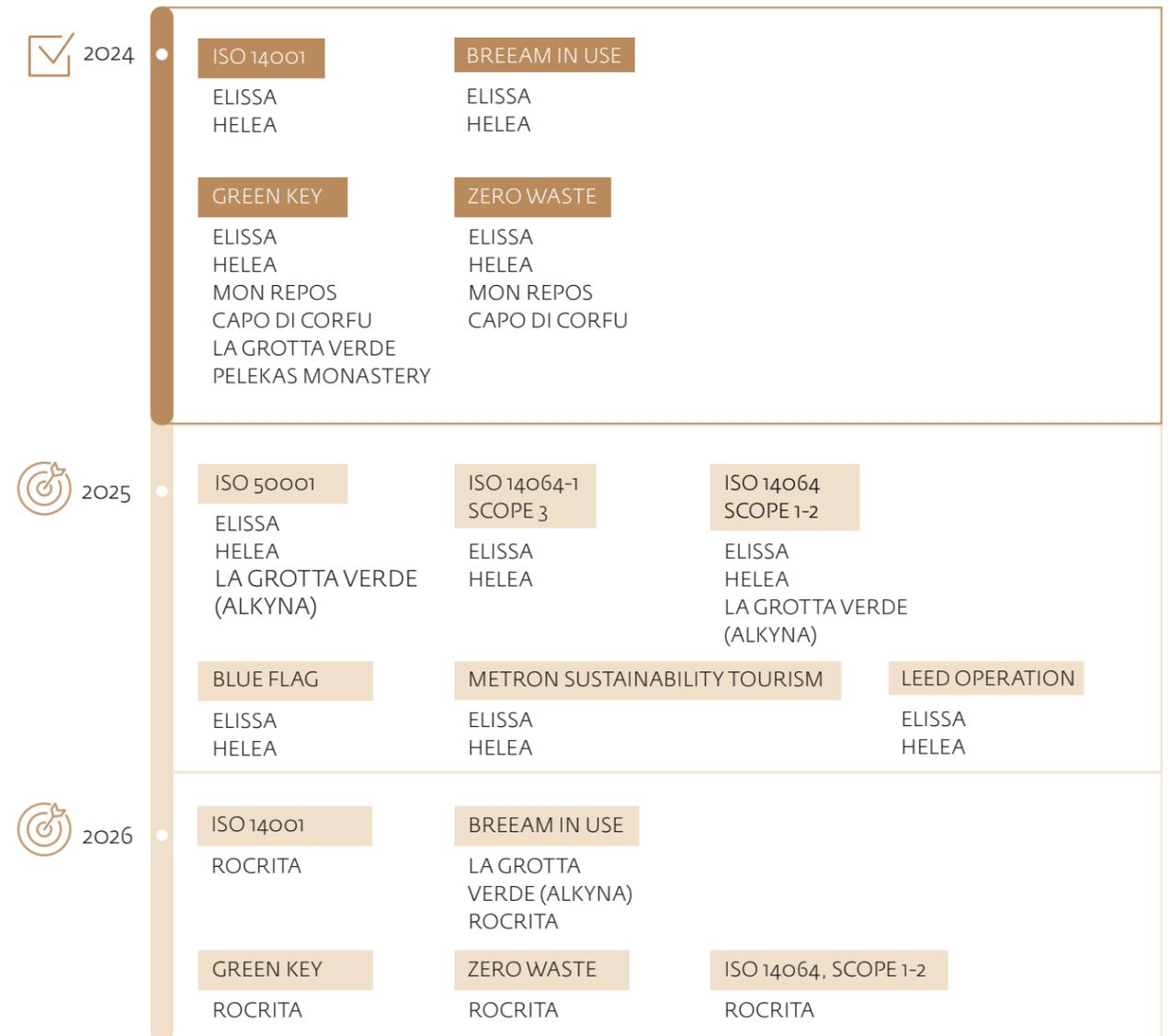
Sustainable building design, redesign, and performance are central to Ella Resorts strategy. Infrastructure upgrades and the full reconstruction of our hotel units form a strategic pillar of our long-term development plan.

To enhance our environmental performance, all reconstructions, renovations, and refurbishments are carried out in line with internationally recognized sustainability assessment standards (as outlined in the Sustainable Development Chapter). To date, HELEA and ELISSA have been certified under BREEM in with plans to extend the certification process to all remaining units. In 2025, this journey will also integrate additional leading green building standards, with LEED in Operation certification planned for both HELEA and ELISSA and gradually expanded across all resorts undergoing reconstruction. Achieving these certifications demonstrates our commitment to embedding sustainability at the very core of our infrastructure and operations.

The latest BREEAM assessments for ELISSA and HELEA clearly reflect the progress and maturity of our sustainability initiatives. The Energy and Resources categories were particularly strong, contributing 70–75% to the overall performance, meeting the requirements of the associated BREEAM issues.

All certification audits reinforce the monitoring of significant environmental aspects through clearly defined KPIs, which are continuously tracked to drive performance improvements via targeted action plans. To support this, a review of environmental management systems is set up for each hotel unit. The review encompasses the evaluation of existing environmental actions and their success rate, the assessment and potential expansion of environmental certifications, and the planning of energy upgrades. As part of this process, potential environmental risks are also identified and managed, with mitigation measures in place to reduce both likelihood and impact.

## Sustainability certification roadmap



The diagram presents the certification roadmap for each hotel, highlighting achievements and future objectives. Notably, this roadmap is dynamic and gets adjusted through an ongoing rotated reconstruction program, which aligns renovation timelines with certification targets. For certified properties undergoing reconstruction, audits are conducted during the renovation phase to ensure operational continuity and to maintain robust environmental sustainability management throughout.

All these efforts shape and reinforce our Environmental responsibility and are fueled by our environmental policy which outlines the core principles that guide our operations and commitments. The policy drives action across the following key axes:



## ENGAGING AND INSPIRING A CULTURE OF ENVIRONMENTAL AWARENESS

### Employees

At Ella Resorts, all new employees receive environmental training at the beginning of each season as part of the onboarding process. Additional training is provided whenever new environmental measures or procedures are introduced within any function. These sessions focus on two key areas:

- Familiarization with the company's certified Environmental Management Systems and relevant environmental policies.
- Implementation of sustainable development practices adapted to specific activities.

Employees are trained in how to conserve energy and water, reduce waste and manage hazardous materials responsibly, protect local wildlife and ecosystems, and fully align with the company's environmental commitments. Employees are also informed on the contents of the dedicated Employee Handbook, which is designed to boost understanding on how each employee can act to support our environmental objectives and maintain responsible operations across all functions.

Training is mainly conducted at the beginning of each season and whenever operations are required, based on our strategic planning.

HOW TO:

- Conserve energy and water
- Reduce and properly manage waste and hazardous materials
- Protect local wildlife and ecosystems
- Understand and align with our environmental policies





## Guests

With every visit, guests embark on a shared journey towards a sustainable future. A comfortable and memorable stay is combined with actions that protect and preserve the natural environment.

We share practical ideas and simple everyday actions that guests can take home, integrating environmental responsibility into daily life without compromising quality, while reducing the footprint we leave behind.

We create opportunities that contribute to environmental protection and responsible resource use during each and every stay. All guest engagement efforts are structured around three key pillars and are further supported by informative videos played in-room and which deliver impactful messages.

### Resource Conservation:

- ◆ In-room signs for water and energy use reduction
- ◆ Information materials in dining areas responsible for consumption

### Waste Reduction & Circular Practices:

- ◆ In-room waste streaming through the provision of separate bins
- ◆ Single-use amenities elimination, and adoption of sustainable alternatives

### Experiential learning:

- ◆ Voluntary beach clean-up initiatives for guests and staff
- ◆ Participation in reforestation projects in fire-affected areas
- ◆ Symbolic adoption of forests and trees, connecting locals and guests to the natural recovery of affected areas



Our team actively participated in a volunteer reforestation effort in fire-affected areas of Rhodes in 2024 specifically restoring in the olive groves of the Holy Monastery of Panagia Ypseni. In collaboration with the environmental organization "For the Nature," we replaced dried out trees, making a tangible contribution to the restoration of the local ecosystem.

# ENERGY

## OUR APPROACH

Energy use due to the continuous operation of hotel facilities results in significant environmental impacts. Efficient energy management is essential to deliver sustainable hospitality while maintaining high service standards. At Ella Resorts, energy management supported by a clear energy roadmap that drives actions across the Group is a strategic priority. As part of this strategy, in 2025 we plan to implement an externally certified Energy Management System in accordance with ISO 50001:2018, for HELEA, ELISSA and ROCRITA.

This energy management framework is directed by the Group's Energy Policy and drives our energy performance through:

- ◆ Compliance with applicable legal and regulatory energy requirements
- ◆ Planning for the necessary resources and data to monitor energy objectives, and
- ◆ Integration of energy performance considerations into operational and procurement decisions

Implementation is supported by measurable energy indicators, regular performance monitoring and review, as well as ongoing internal audits for the achievement and maintenance of BREEAM in Use and LEED certifications.



## ENERGY EFFICIENCY MEASURES

- External wall insulation
- LED lightning in all premises
- Central lightning control systems
- Building Management System (BMS) to monitor and record energy consumption
- Magnetic card key in all hotel rooms that activates and deactivates power supply,
- Solar panel powered water heating boilers that minimize electricity use
- LPG fuel for kitchens
- Installation of energy-efficient appliances (inverter A/C units, LED TVs, A+ & A++ refrigerators)
- Window & balcony door sensors ensuring HVAC operates only when closed
- Motion sensors in guest rooms to regulate A/C energy use
- Independent thermostats for optimized heating and cooling control
- Use of geothermal boreholes for highly efficient, environmentally friendly heating and cooling



### Advancing Carbon Reduction via Renewable Technologies

Ella Resorts is utilizing renewable energy technologies such as Geothermal Heat Pumps and Solar Water Heaters to reduce electricity consumption and lower CO<sub>2</sub> emissions. These systems were first introduced during the 2022 reconstruction/remodeling of our Rhodes properties and have already demonstrated measurable environmental benefits. Similar solutions are currently evaluated for adoption across other resorts.



SOLAR WATER HEATERS

1,229 MWh SAVED &  
452,86 tCO<sub>2</sub>e OF EMISSIONS PREVENTED



GEO THERMAL HEAT PUMPS

248.52 MWh SAVED &  
91.55 tCO<sub>2</sub>e OF EMISSIONS PREVENTED

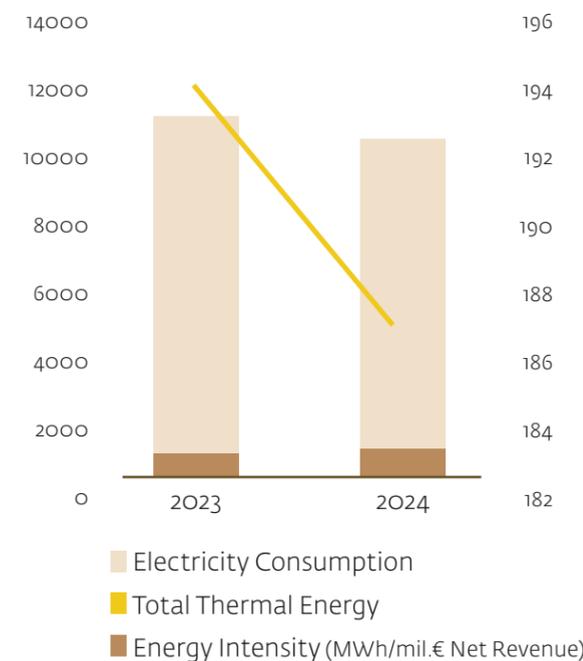
## ENERGY MANAGEMENT PERFORMANCE INSIGHTS

At Ella Resorts we continue to prioritize energy efficiency, and as a result the total energy consumption in 2024 slightly decreased compared to previous periods. Despite the higher energy demand, we remain focused on energy intensity metrics to monitor efficiency related to net revenue and room nights. Additionally, the variations in fuel types consumed reflect the diverse energy needs of our operations.

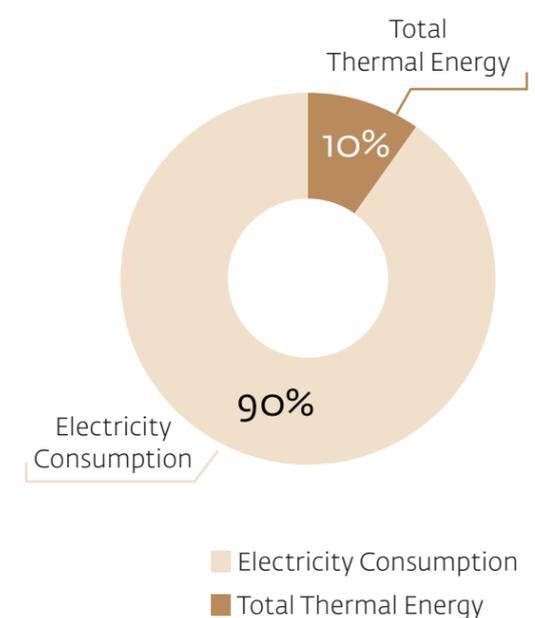
ENERGY CONSUMPTION (MWH)	RHODES		CORFU <sup>1</sup>		TOTAL	
	2023	2024	2023	2024	2023	2024
Room Nights	120,965	140,389	155,450	96,928	276,415	237,317
Total Pax Nights	292,910	345,431	350,695	236,701	643,605	582,132
Diesel Oil	86.78	50.86	71.14	148.02	157.92	198.88
Gasoline	28.25	39.15	45.10	0.00	73.34	39.15
LPG	661.73	744.01	66.54	114.73	728.27	858.74
Total Thermal Energy	776.76	834.01	182.78	262.75	959.54	1,096.77
Electricity Consumption	5,935.80	7,097.76	4,632.98	2,934.74	10,568.78	10,032.51
Total Energy Consumption	6,712.56	7,931.77	4,815.76	3,197.49	11,528.32	11,129.27
Energy Intensity (MWh/mil. € Net Revenue)	223.44	205.08	165.18	153.22	194.75	186.91
Energy Intensity (MWh/Room Night)	0.055	0.056	0.031	0.033	0.042	0.047

<sup>1</sup> The results for 2023 and 2024 are not directly comparable, as the scope for Corfu in 2023 includes Capo Di Corfu, La Grotta Verde, Pelekas and Mon Repos, while in 2024 La Grotta Verde was under reconstruction and therefore excluded from the reporting scope.

### Energy Consumption (MWh)



### Energy Use



# GHG EMISSIONS

## OUR APPROACH

We actively pursue to lower our carbon footprint by focusing on the continuous reduction of emissions. We monitor and measure direct and indirect emissions from operations in Rhodes and Corfu, with priority given to reducing energy related emissions and integrating renewable energy sources. As part of our broader sustainability strategy, we remain committed to further reducing our emissions.

In 2023, we reinforced this commitment implementing our GHG tracking and management practices in accordance with ISO 14064-1:2018 at our Elissa and Helea hotels in Rhodes, covering Scope 1 and Scope 2 emissions while Scope 3 certification is scheduled for 2025 for the same properties. A similar approach is planned for the Alkyna resort in 2025, including all two scopes (1 and 2).

## GHG EMISSIONS PERFORMANCE INSIGHTS

Continued investment in solutions such as solar-powered water heaters and geothermal heat pumps forms an integral part of our broader effort to lower our greenhouse gas (GHG) emissions across all properties. When interpreting 2024 GHG emissions data, it is important to consider the broadening of our portfolio and increased activity levels compared to previous reporting periods. Such changes naturally affect total and intensity-based emissions metrics.

This year we managed to save 1,229MWh due to the introduction of solar-powered heaters, which resulted in the prevention of 452,86 tCO<sub>2</sub>e. Additionally, with the use of geothermal heat pumps, we saved 248.52MWh, while preventing 91.55 tCO<sub>2</sub>e from emissions.

GHG EMISSIONS (tCO <sub>2</sub> e)	RHODES		CORFU <sup>2</sup>		TOTAL	
	2023	2024	2023	2024	2023	2024
Room Nights	120,965	140,389	155,450	96,928	276,415	237,317
Total Pax Nights	292,910	345,431	350,695	236,701	643,605	582,132
Stationary Combustion	150.45	172.83	15.13	32.09	165.58	204.92
Mobile Combustion	30.82	20.28	31.13	33.41	61.94	53.69
Fugitive Emissions	424.40	255.55	756.98	524.14	1,181.38	779.69
Scope 1	605.66	448.66	803.23	589.63	1,408.90	1,038.29
Scope 2 - Location Based Emissions	2,965.54	2,614.65	2,314.65	1,081.09	5,280.18	3,695.74
Scope 2 - Market Based Emissions	2,164.71	1,935.15	1,692.41	803.38	3,857.12	2,738.54
Total Scope 1 & 2 Emissions - Location Based	3,571.20	3,063.31	3,117.88	1,670.72	6,689.08	4,734.04
Total Scope 1 & 2 Emissions - Market Based	2,770.37	2,383.81	2,495.65	1,393.02	5,266.02	3,776.83
Scope 1&2 Market-Based Intensity (tn CO <sub>2</sub> e/mil. € Net Revenue)	92.22	61.64	85.60	66.75	88.96	63.43
Scope 1&2 Market-Based Intensity (tn CO <sub>2</sub> e/Room Night)	0.02	0.02	0.02	0.01	0.02	0.02

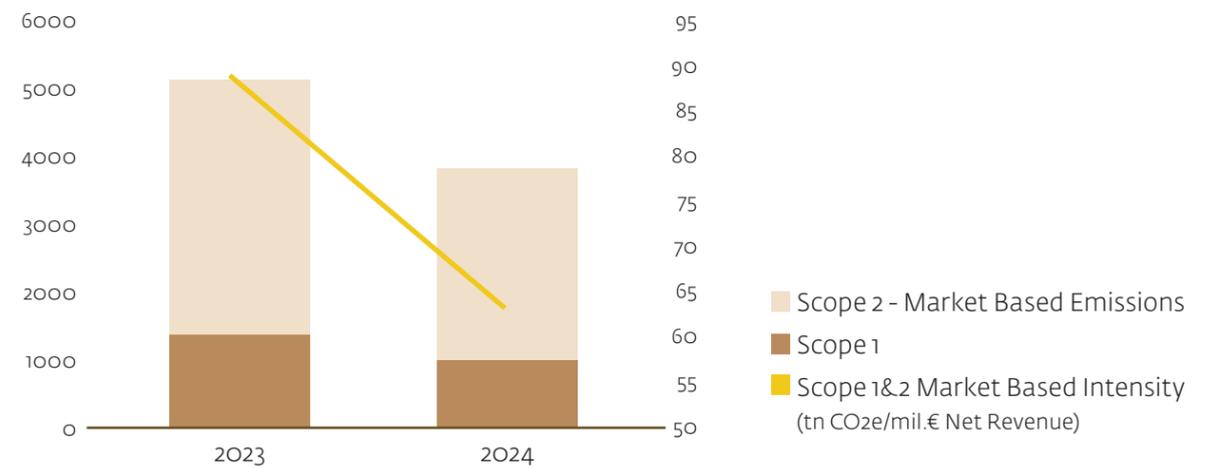
<sup>2</sup> The results for 2023 and 2024 are not directly comparable, as the scope for Corfu in 2023 includes Capo Di Corfu, La Grotta Verde, Pelekas and Mon Repos, while in 2024 La Grotta Verde was under reconstruction and therefore excluded from the reporting scope.



In 2024, Ella Resorts achieved significant reductions in greenhouse gas emissions. Location-based emissions (Scope 1&2) declined by 29%, while market-based emissions (Scope 1&2) also decreased by 28%. Even more impressive, the market-based intensity metric was decreased by 29%, reflecting not only lower total emissions but also greater efficiency relative to revenue. These results emphasize the effectiveness of our decarbonization initiatives and energy sourcing strategies, putting us on track toward our long-term sustainability targets.

**REDUCED OUR MARKET-BASED SCOPE 1 AND 2 EMISSIONS BY 28% IN 2024**

### GHG Emissions (tCO<sub>2</sub>e)



# WATER MANAGEMENT

## OUR APPROACH

Water is a critical resource and a material issue due to its extensive utilization across multiple operational functions within the hospitality sector. This fact gains even greater importance in Greece, where Ella Resorts operate and where water scarcity is a recognized challenge.

We implement systematic practices to monitor, record, and optimize water consumption. Through continuous internal monitoring and active engagement of hotel technical teams, we promptly identify and address leaks or inefficiencies, supporting water management practices for resource conservation and environmental impact reduction.

### OUR WATER MANAGEMENT MEASURES

- ◆ Reverse Osmosis system for borehole water
- ◆ Landscaping with low-water consumption plant species
- ◆ Scheduled irrigation with water sprinklers designed for efficiency
- ◆ Modern bathroom design with flow control devices for water use reduction
- ◆ Continuous application of water-saving measures, including leak control and efficiency improvements.

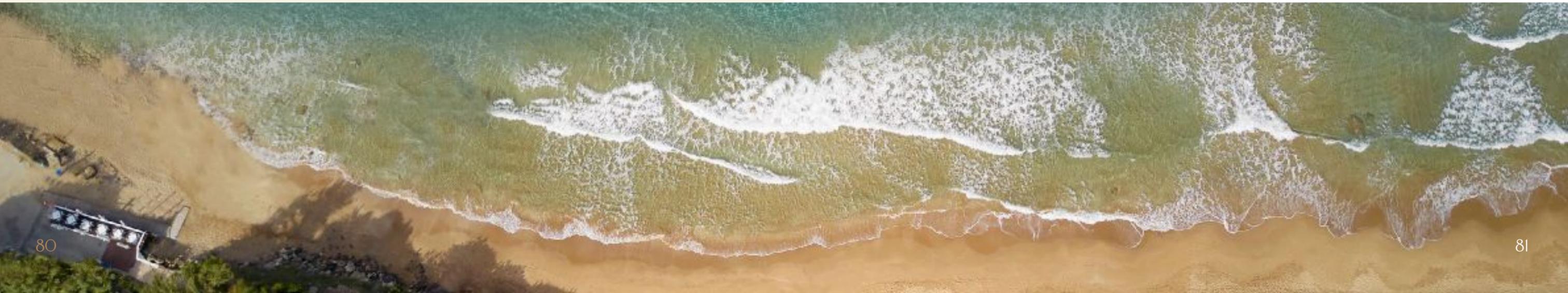
## WATER MANAGEMENT PERFORMANCE INSIGHTS

Conserving water is a cornerstone of Ella Resort's environmental philosophy. Regular monitoring allows tracking consumption and identifies opportunities for further saving. Water from boreholes serves multiple operational purposes, including irrigation of landscaped areas and replenishing swimming pools. In addition, a portion of this groundwater is treated in reverse osmosis units to support other operational needs.

Several factors influence our water management practices and year on year variations in water consumption, including the completion of metering system upgrades, the use of utility billing data in certain properties, and fluctuations in operational activity. For example, some of our properties operate on reduced schedules or operations ceased due to renovations and construction work, which directly impacted on the total consumption figures. On the other hand, when it comes to our Corfu hotels, inconsistent utility billing makes it difficult to accurately assess actual water consumption year over year.

WATER (m <sup>3</sup> )	RHODES		CORFU <sup>3</sup>		TOTAL	
	2023	2024	2023	2024	2023	2024
Room Nights	120,965	140,389	155,450	96,928	276,415	237,317
Total Pax Nights	292,910	345,431	350,695	236,701	643,605	582,132
Groundwater Withdrawal	173,505.59	201,366.32	-	-	173,505.59	201,366.32
Water from the Supply Network	1,942	3,201	52,665	149,103	54,607	152,304
Other water withdrawn from other organizations	-	-	-	13,179	-	13,179
Total Water Withdrawn	175,447.59	204,567.32	52,665	162,282	228,112.59	366,849.32
Total Water Discharge	59,057.23	68,540.37	50,031.75	154,167.90	109,088.98	222,708.27
Water Consumption	116,390.36	136,026.95	2,633.25	8,114.10	119,023.61	144,141.05
Water Intensity (m <sup>3</sup> /mil. € Revenue)	3,874.30	3,517.06	90.32	388.83	2,010.67	2,420.74
Water Intensity (m <sup>3</sup> /Room Nights)	0.96	0.97	0.02	0.08	0.43	0.61

<sup>3</sup> The results for 2023 and 2024 are not directly comparable, as the scope for Corfu in 2023 includes Capo Di Corfu, La Grotta Verde, Pelekas and Mon Repos, while in 2024 La Grotta Verde was under reconstruction and therefore excluded from the reporting scope.



# WASTE MANAGEMENT

## OUR APPROACH

Waste management at Ella Resorts encompasses clear waste categorization, robust handling and management practices, and systematic performance monitoring. By combining these elements, we minimize environmental impacts, comply with regulatory requirements, and continuously improve waste reduction, reuse, and recycling efforts across operations.



As some Group properties close for redesign and reconstruction, year-on-year data comparisons can be affected, and direct benchmarking across reporting periods may not always provide a balanced view.

## WASTE GENERATION

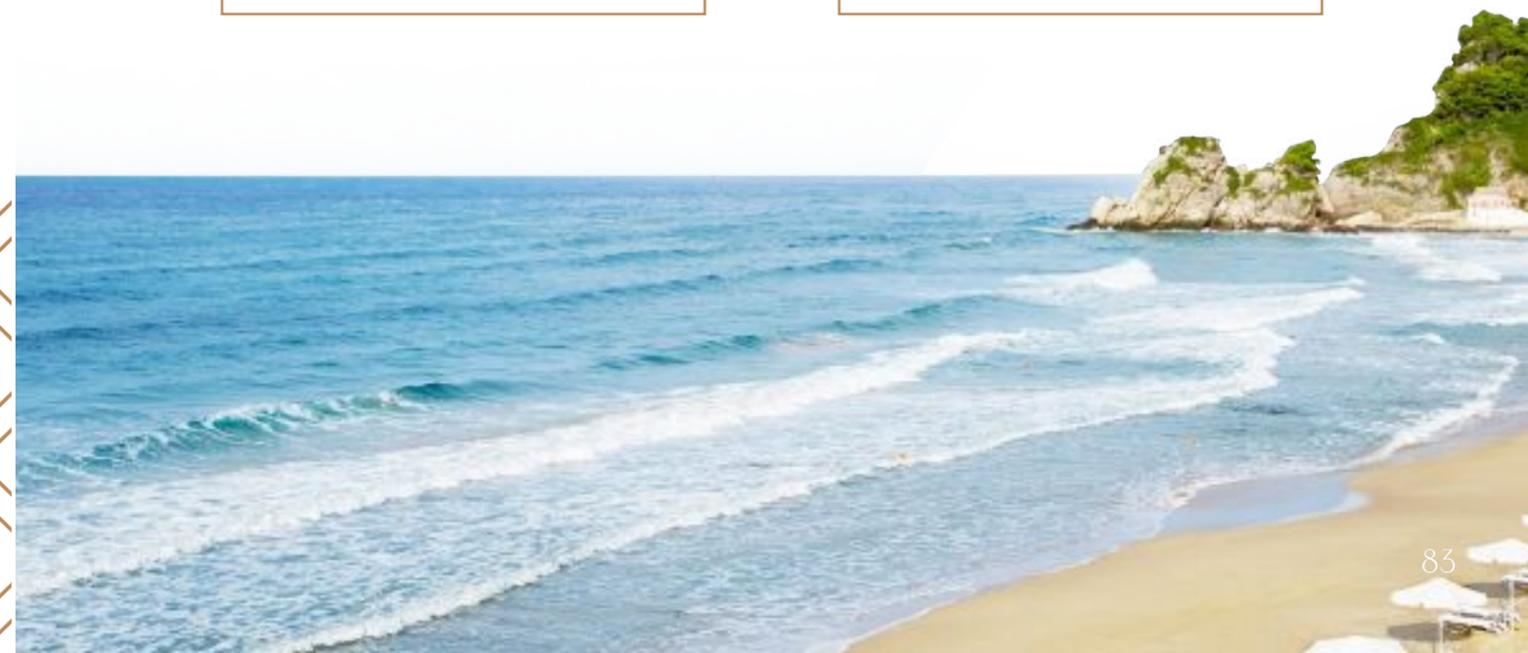
Ella Resorts collectively generated 3,053.89 tons of waste for 2024. Waste Generation is closely monitored to ensure effective and responsible management. Waste is separated at source (streaming) in kitchens, guest rooms, and common, storage and operational areas, using clear labeling and dedicated containers.

The separate waste streams

- Food & organic waste
- Recyclables (paper, plastic, glass, metals)
- Hazardous waste (batteries, e-waste, electronic equipment)
- Non-hazardous waste (general waste, packaging)
- Reconstruction waste (concrete, soil, wood, metal, old furniture)

## WASTE HANDLING & MANAGEMENT

All waste is managed in accordance with the EU Waste Policy, following the European Waste Framework Directive, and is recycled through licensed partners. Our waste management strategy is guided by the three fundamental principles of Reduce, Reuse, recycle as we focus on minimizing waste generation, optimizing resource use, and promoting recycling initiatives to significantly reduce landfill disposal.





## WASTE MANAGEMENT MEASURES

- ◆ Zero disposable plastic products
- ◆ Recycled paper for amenities and napkins
- ◆ Multipurpose and biodegradable amenity packaging
- ◆ Water soluble toilet paper in all bathrooms
- ◆ Soap recycling
- ◆ No print policy with eco-friendly printing when necessary
- ◆ Plastic-free waste bins- based on recycled material, in guest rooms
- ◆ Collaboration with suppliers for sourcing biodegradable packaging
- ◆ Installation of network-connected water coolers reducing the use of single use plastic water bottles

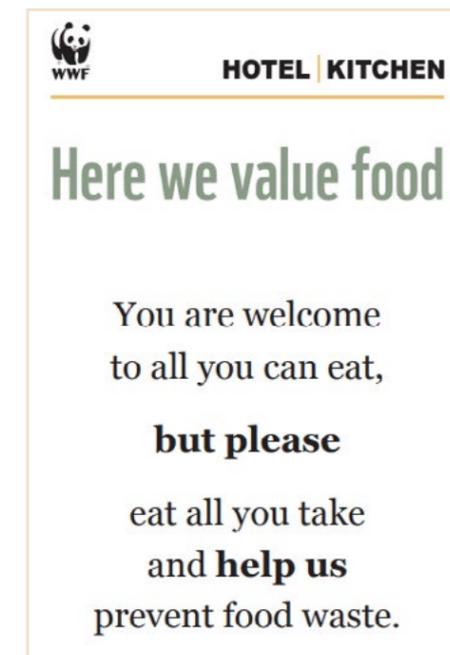


## FOOD & ORGANIC WASTE MANAGEMENT

At Ella Resorts, we prioritize the reduction of food waste through portion control, inventory monitoring, and tracking of organic waste and consequent composting. This monitoring allows us to identify high-waste areas and implement targeted reduction measures. As part of our ongoing exploration of organic waste valorization, in 2026 we plan to partner with the local company Reco Oil, which processes food organic waste to generate renewable electricity.

To strengthen our circular economic culture, all our hotels participate in the Zero-Waste Future program. Through this initiative, all employees are trained in waste management practices, while guests are informed and engaged through signs, videos, and other visual materials.

	2023	2024
Food Waste (t)	447.91	425.24



Food donation constitutes an important part of our environmental impact focus, as it reduces the amount of food waste that ends up in landfills. It is estimated that through our donations, approximately 543 tons of CO<sub>2</sub> emissions were avoided in 2024<sup>4</sup>, contributing to the reduction of our overall environmental footprint. We aim to gradually increase the volume of donated food in the coming years.

As part of the plan for food waste monitoring, we have identified an AI-based tool, Winnow Data, which we are taking on in 2025 to enhance overall waste management. Winnow is an AI-powered food waste management solution designed for commercial kitchens. Using cameras and sensors, it identifies, weighs, and categorizes food waste in real time, providing kitchen staff with immediate feedback.

<sup>4</sup>The calculations refer to the hotels in Rhodes. Food donations from Corfu were not included due to the lack of harmonized data.

## CONSTRUCTION WASTE MANAGEMENT

Proper management of waste generated through construction and renovation works in hotel units is critical for the reduction of our environmental footprint, the actual data between 2023 and 2024 can't be compared though, since different properties of Ella Resorts were operating throughout the year. All construction and renovation are handled exclusively by certified waste management providers. In 2024, the La Grotta Verde hotel in Corfu was closed due to reconstruction, as a result 2,381 tons of construction waste was generated, all of which was recycled.

## CONSTRUCTION WASTE MANAGEMENT

All waste generated within Ella Resorts is carefully separated into hazardous and non-hazardous streams in accordance with international best practices and the European Waste Catalogue (EWC) codes. Waste management is carried out exclusively through licensed and certified partners, ensuring strict compliance with all applicable regulatory requirements. For 2024, the reported waste primarily reflects materials generated from routine hotel operations, including hospitality services, facility maintenance, and daily guest activities.

The majority of waste produced by our day-to-day operations consists of non-hazardous fractions, with food waste from restaurants, kitchens, and guest services being the most significant stream. Hazardous waste, which occurs only in limited quantities (e.g., from facility maintenance or special cleaning operations), is likewise classified and managed under strict controls to ensure safety and full legal compliance.

WASTE MANAGEMENT (T)	RHODES		CORFU <sup>5</sup>		TOTAL	
	2023	2024	2023	2024	2023	2024
Room Nights	120,965	140,389	155,450	96,928	276,415	237,317
PAX nights/Bed Nights	292,910	345,431	350,695	236,701	643,605	582,132
Total Hazardous Waste Diverted from Disposal	1.14	0.81	0.53	0.24	1.67	1.05
Total Hazardous Waste	1.14	0.81	0.53	0.24	1.67	1.05
Total Non-Hazardous Waste Directed to Disposal	339.85	470.93	152.12	42.76	491.97	513.69
Total Non-Hazardous Waste Diverted from Disposal	37,609.89	151.09	11.92	2,388.06	37,621.81	2,539.15
Total Non-Hazardous Waste	37,949.74	622.02	164.04	2,430.82	38,113.78	3,052.84
Total Waste	37,950.88	622.83	164.57	2,431.06	38,115.45	3,053.89
Percentage of Waste Diverted from Disposal	99.1%	24%	7.6%	98%	99%	83%

<sup>5</sup> The results for 2023 and 2024 are not directly comparable, as the scope for Corfu in 2023 includes Capo Di Corfu, La Grotta Verde, Pelekas and Mon Repos, while in 2024 La Grotta Verde was under reconstruction and, as a result, only construction-related waste was included within the reporting scope.

## BIODIVERSITY AND ECOSYSTEMS

### PROTECTING BIODIVERSITY

Ella Resorts recognizes biodiversity and the protection of ecosystems as a critical area where the hospitality industry has a direct impact. By preserving and supporting the balance of the natural landscape, wildlife, and flora, Ella Resorts adopts a conscious and proactive approach, while at the same time raising awareness among guests. All resort facilities are equipped with bird feeders, while QR codes have been placed on a beach sign designed by scientists from the HCMR Rhodes Marine Biological Station to provide guests with information on local marine life and enable them to report sightings of injured or trapped marine mammals. As part of this commitment, Ella Resorts also participates in reforestation initiatives restoring natural ecosystems, encouraging guests to demonstrate collective responsibility. Alongside these actions, we offer volunteers who actively participate in initiatives, such as "Clean the Med", contributing to the protection of marine ecosystems and promoting a cleaner environment for future generations.



## ONSITE AGRICULTURE AND FARM INITIATIVE

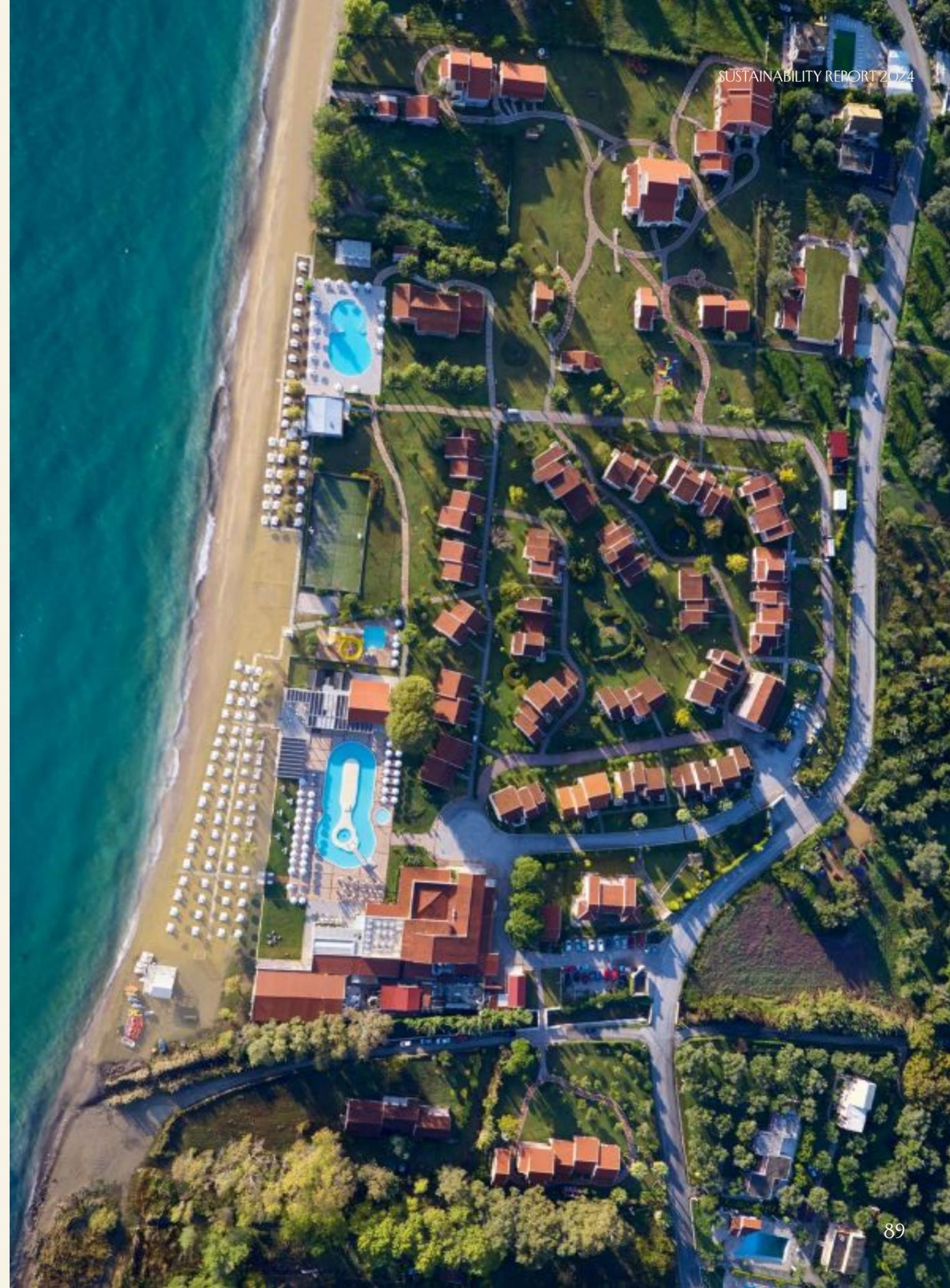
Ella Resorts has developed on-site gardens and farm initiatives. The existing garden at Capo di Corfu and HELEA Hotels provides fresh, locally sourced produce for the hotel's restaurants. Gardening is carried out organically where possible, while composting organic waste to maintain healthy soil, avoiding the use pesticides and synthetic fertilizers. Guests are encouraged to engage with the garden and learn about sustainable farming. Building on this initiative, the vegetable garden is designed at Elissa Hotel for 2025, further promoting sustainable practices and guest involvement.



### 7 INITIATIVES TO PROTECT BIODIVERSITY

Contribution to strengthening local biodiversity with planting coverage :

- >15% for HELEA combined with the integration of diverse plant species, enhances the site's ecological value.
- >40% planned for La Grotta Verde (will be renamed to ALKYNA) with a wide range of plant species



4.

# HUMAN RESOURCES

Our contribution to the UN SDGs:



## STAYING COMMITTED TO OUR PEOPLE

Our people strategy is a core part of Ella Resorts' ESG vision by ensuring decent work, promoting inclusion and empowering talent, we contribute directly with the UN Sustainable development goals. Success and operational excellence lies on our greatest strength; our People. Operational excellence and sustainable success are built on their impact, dedication, and talent. From the very first steps of onboarding, we foster an inclusive, safe, and respectful workplace where every employee feels valued, supported, and empowered to thrive.

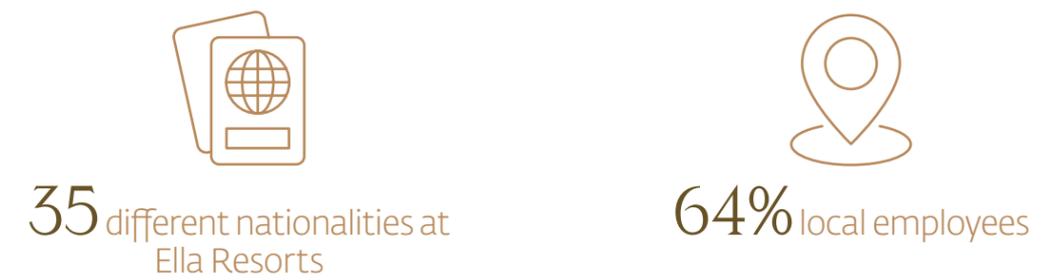
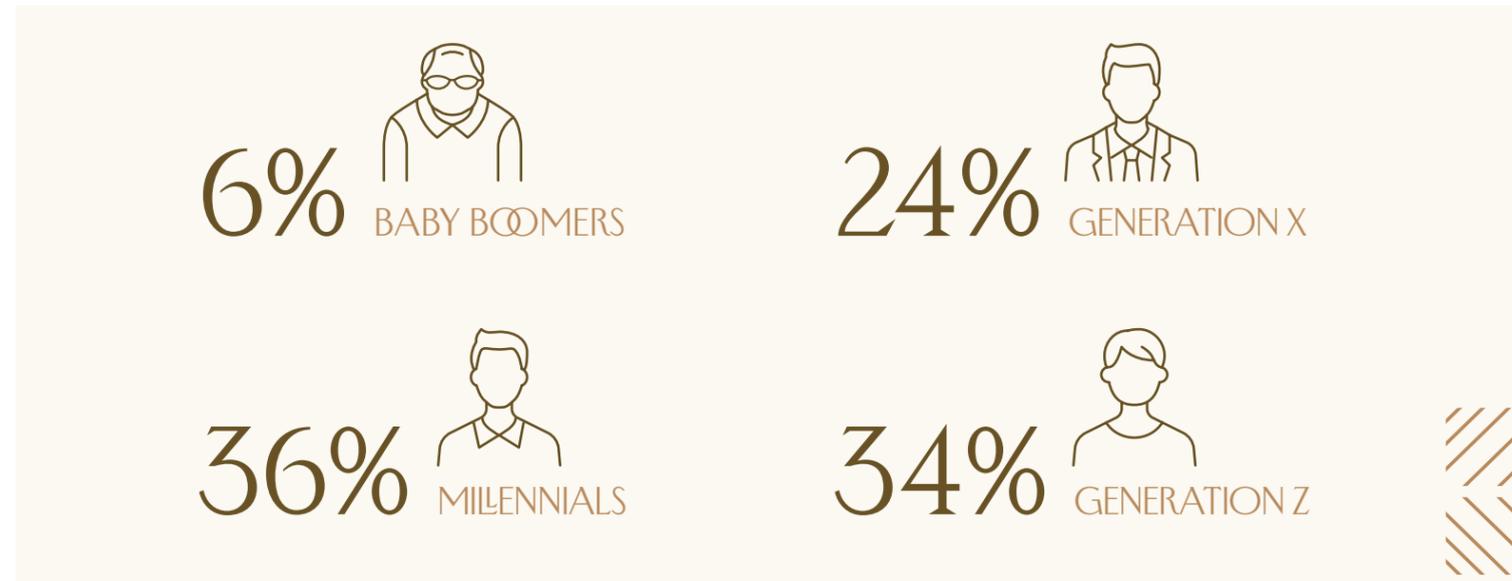
We are deeply committed to professional and personal growth, offering continuous learning opportunities, structured training programs, and tailored career pathways that align with individual roles and personal aspirations. At the same time, we prioritize physical and mental well-being through targeted initiatives, open communication, and a strong focus on health and safety across all our properties.

By nurturing talent for long-term collaboration, guaranteeing decent work for all, and ensuring equal access to opportunities, we create an environment where diversity is embraced, perspectives are valued, and collaboration drives innovation. At Ella Resorts, people are at the heart of everything we do. In 2024 the Ella Resorts Headquarters were awarded the Great Place to Work certification, as a recognition of our commitment to cultivating a positive and inclusive workplace culture.

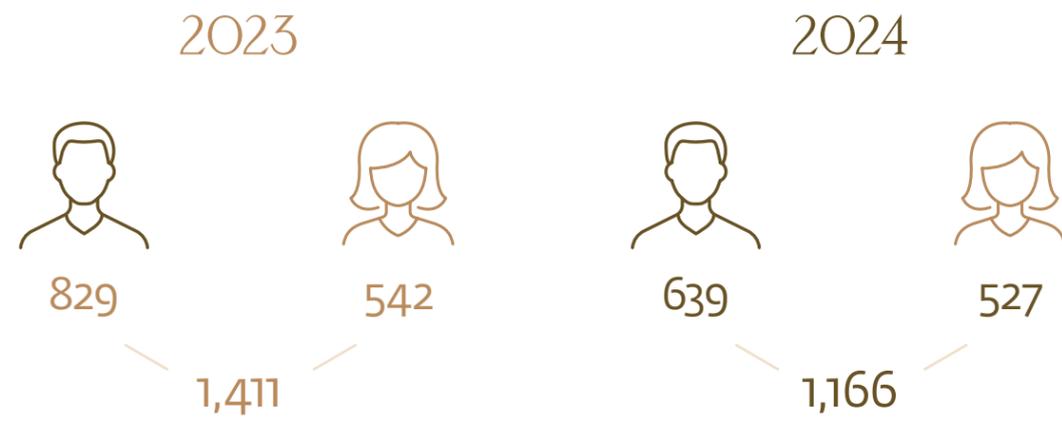
As of 2024, ELLA Resorts employed a total of 1,166 individuals across the headquarters in Athens and hotel units in Rhodes and Corfu. The workforce comprised both permanent and seasonal employees, reflecting the operational demands of the hospitality sector<sup>1</sup>.



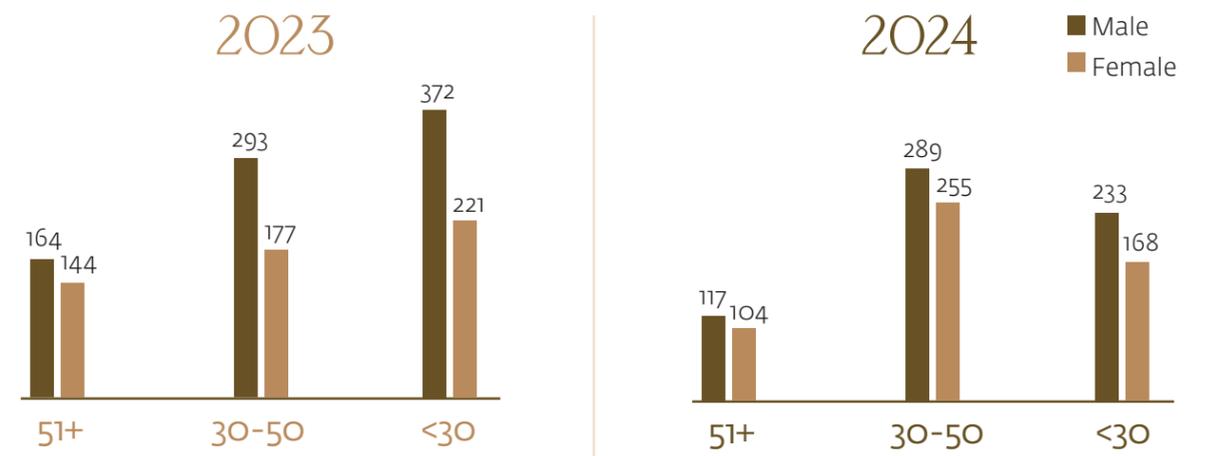
<sup>1</sup> The total number of employees is reported using the headcount method. The corresponding Full-Time Equivalent (FTE) for 2024 was 512.



### Employee Distribution by Gender



### Employee Distribution by Gender and Age Group



### Employee Distribution by Gender

	MALE	FEMALE
Full-time	604	504
Part-time	39	19
Permanent employment contract	60	43
Fixed-term employment contract	579	484

### Employee Distribution by Hierarchical Level and Age Group

	2023		2024	
	MALE	FEMALE	MALE	FEMALE
C-Suite <sup>2</sup>	0	0	4	1
Directors	10	2	7	4
Managers	23	7	36	27
Supervisors	7	8	14	14
Line Staff	829	525	578	481

<sup>2</sup> In 2023 no C-Suite positions had been formed yet



## TALENT MANAGEMENT (ATTRACTION & RETENTION)

At Ella Resorts, we are committed to offering quality careers for quality people, attracting and retaining individuals who embody our core values of integrity, passion, excellence, care, and agility. Our recruitment practices are designed to connect the right people with the right roles, ensuring a seamless and inclusive onboarding experience that fosters belonging from the very first day.

Talent management forms a cornerstone of our Human Capital Strategy. Beyond recruitment, we place equal emphasis on the development, well-being, and long-term engagement of our people. Through continuous learning opportunities, career advancement pathways, and a culture that values contribution and innovation, we create an environment where individuals are empowered to grow — ensuring that Ella Resorts remains an employer of choice within the hospitality industry.

This approach is driven by 5 focused pillars:



## TALENT ACQUISITION

At Ella Resorts, our talent acquisition strategy is designed to attract, engage, and hire high-caliber candidates, who share our values and commitment to excellence in hospitality. We combine modern technology, employer branding, and human connection to ensure a sustainable and diverse talent pipeline. Key initiatives include:

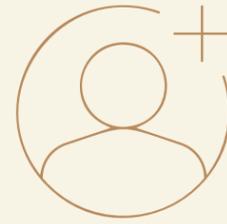
- ◆ **Careers Portal:** A user-friendly, visually engaging and functional careers portal that displays available opportunities and promotes our employer brand.
- ◆ **Digital Job Board & Platforms Utilization:** Leveraging platforms such as Workable and other local job boards, we maximize outreach to a wide pool of job seekers.
- ◆ **Social Media Engagement:** We actively promote job openings and share snippets that communicate our culture through social media platforms i.e. LinkedIn, Facebook, Instagram, and TikTok.
- ◆ **Participation in Career Events:** We participated in 15 career festivals in 2024 and partnered with educational institutions investing in emerging talent nationwide.
- ◆ **Employee Referral Program:** We encourage our people to refer qualified candidates, harnessing their networks, communicating firsthand our culture and needs.
- ◆ **Tourism Education Institutions Partnerships:** Our collaboration with tourism-focused academic institutions strengthens our talent pipeline and supports industry-specific recruitment.
- ◆ **Media Outreach:** We use both local and national media to promote vacancies and reinforce our visibility as a preferred employer.
- ◆ **Cross-Border Recruitment:** To address seasonal workforce demands, we regularly implement international recruitment initiatives targeting key markets.
- ◆ **Investment in Recruitment Technology:** To manage the fast-paced nature of our business, we have invested in Workable, a leading Applicant Tracking System (ATS), which allows for structured, efficient, and timely recruitment processes.

Additional strategies in place:

- ◆ **Diversity Recruitment:** Active commitment to inclusive hiring, with outreach targeted at underrepresented groups to ensure equal access to opportunities.
- ◆ **Talent Pooling & Employer Branding Campaigns:** Building and maintaining talent pipelines year-round through ongoing engagement campaigns.
- ◆ **Candidate Experience Focus:** Ensuring every applicant has a transparent, respectful, and timely experience throughout the hiring process.



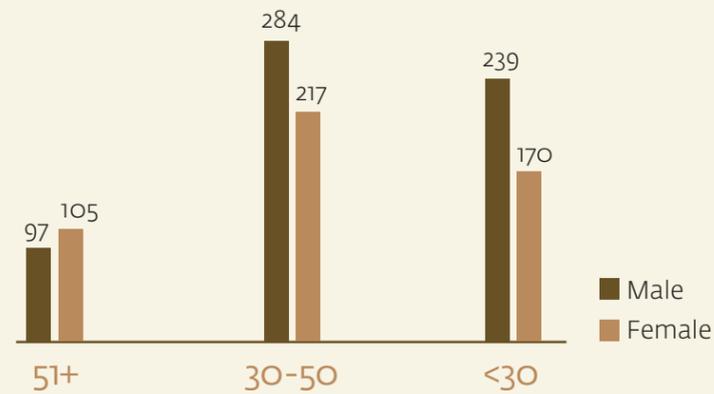
In 2024, 1,112 people were hired, across both seasonal and permanent positions. Of these new hires, 492 were women and 620 were men. Age-wise, 409 were under 30 years old, 501 were between 30 and 50, and 202 were over 50 years old. These new additions to our overall personnel reflect our expanding operations across the Mediterranean and the diversity of roles within our resorts, from hospitality management and culinary arts to wellness and guest services.



Our onboarding and training programs encourage employees to grow, discover, and experience what a career at Ella has to offer.

5 INTERNSHIPS IN 2024.

### Employee Recruitments by Gender and Age Group

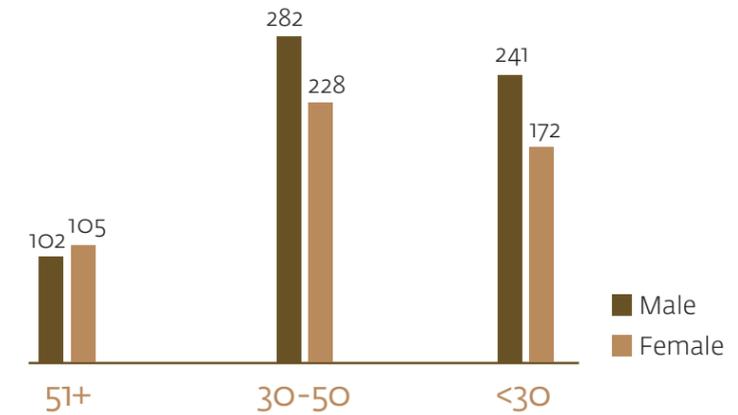


In parallel, 1,130 employees left the organization in 2024, the majority of whom (927) were seasonal employees whose contracts ended as scheduled. During the reporting year, workforce levels fluctuated across our main locations, including Athens, Rhodes, and Corfu, reflecting the seasonality of our business operations. These variations are inherent to the hospitality sector, and the Group closely monitors workforce dynamics to ensure alignment with its People Strategy.



Ella recognizes that employee departures, common in the industry, offer valuable insights for continuous improvement. We conduct exit interviews to collect feedback, gain insights on turnover and identify opportunities to improve the workplace and reduce future attrition.

### Employee Departures by Gender and Age Group



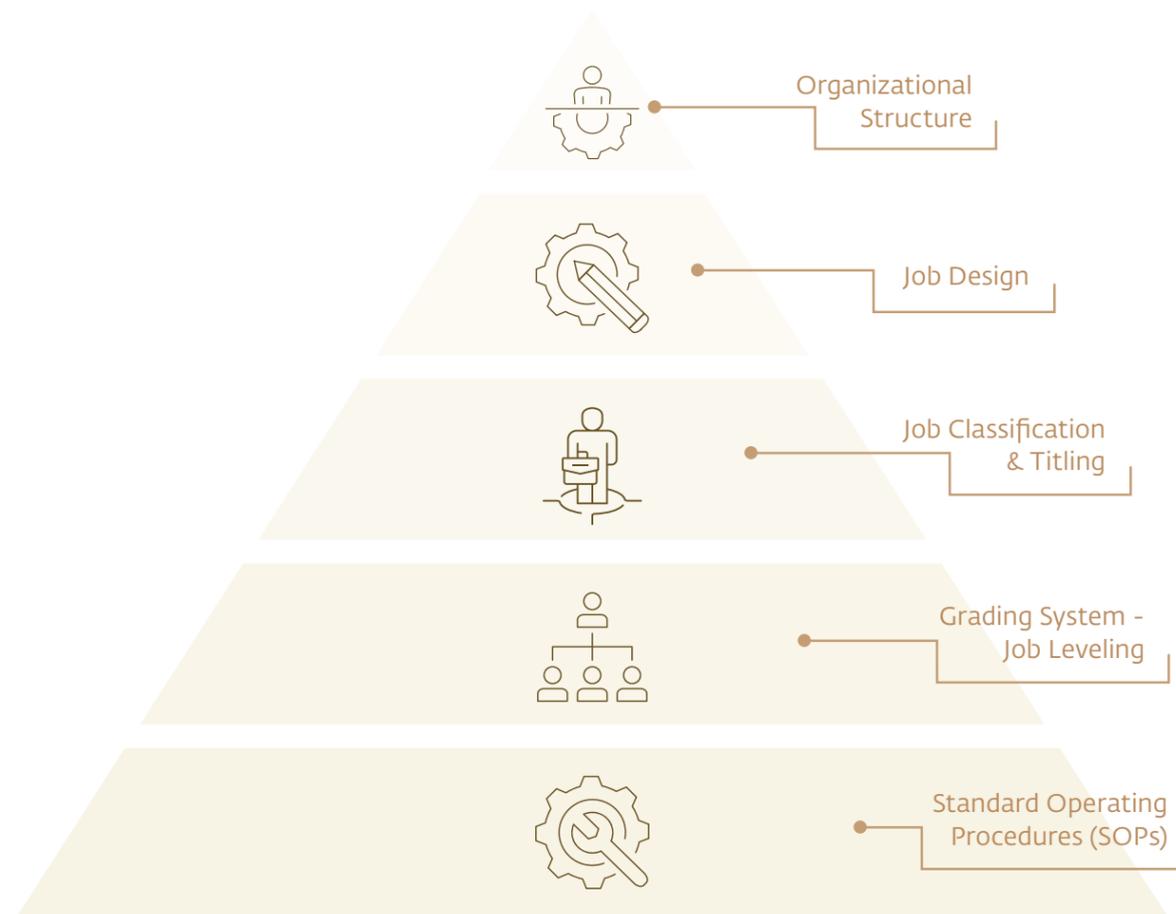
EMPLOYEE TURNOVER BY TYPE		
Voluntary	181	16%
Seasonal	927	82%
Involuntary	19	1.7%
Retirement	3	0.3%

Through well-being programs, competitive remuneration, learning and development opportunities, and a respectful, performance-driven culture, we maintain strong retention levels and empower our teams to make a difference.



## ORGANIZATIONAL DESIGN SYSTEM

At Ella Resorts, we recognize that sustainable growth and operational excellence require more than vision — they demand a robust organizational framework. To this end, we have developed the Ella Resorts Organizational Design System, a holistic model that ensures alignment between our strategic objectives and day-to-day operations. This system integrates organizational structure, defined roles, streamlined workflows, transparent communication channels, and standardized processes, creating a cohesive environment where efficiency, accountability, and collaboration thrive. By embedding this framework into our culture, we strengthen both business resilience and stakeholder trust, enabling us to deliver on our long-term ESG commitments. Through this system, Ella Resorts ensures not only operational efficiency but also transparent governance and accountability, reinforcing our Social and Governance pillars.



## ENGAGED WORKFORCE: REMUNERATION AND INCENTIVES.

At Ella Resorts, we believe that a motivated and engaged workforce is essential to both organizational success and sustainable growth. To this end, we have established a comprehensive remuneration and incentives framework designed to recognize achievement, reward performance, and foster a culture of fairness, equity and transparency, ensuring no gender pay gaps.

### Remuneration and Incentives

Our incentive scheme is built on three key pillars:

- Alignment with company-wide financial objectives
- Achievement of departmental and functional KPIs
- Recognition through individual performance evaluations

This approach ensures equal opportunities for participation across all organizational levels, reinforcing fairness and transparency in rewards. By linking individual and collective performance to measurable outcomes, we strengthen team cohesion, inclusivity, and a shared sense of success — values that are central to Ella Resorts' long-term ESG commitments.

Although wages are above the national average in 2023 and 2024, approximately €907K was distributed to employees, primarily to those working in operational roles at our properties, as performance-based bonuses.

### Health and Wellbeing

At Ella Resorts employee wellbeing is not viewed as an additional benefit but as a strategic pillar of the overall employee experience and a core element of our "People-First Culture".

To ensure comprehensive care and protection, we provide private Group Medical Insurance to all employees — including full-time, seasonal, and part-time staff. This plan covers preventive healthcare, work accident protection, and access to medical support, reinforcing our commitment to safeguarding the health and security of every member of our workforce.

In 2024, Ella Resorts invested €75,500 in this program, underlining our belief that wellbeing is central to both employee engagement and sustainable business performance. At Ella Resorts, respect for working parents is a core principle. In 2024, four parental leaves were recorded (three paternity leaves and one maternity leave), while 100% of employees were eligible for family-related leave.





## Accommodation and Daily Living Support

Recognizing the seasonality and mobility requirements that often define careers in hospitality, Ella Resorts provides a comprehensive range of accommodation and daily living support services for our seasonal employees. These initiatives not only ensure a comfortable living environment but also reflect our commitment to valuing and supporting our people.

- ◆ **Accommodation:** Staff housing is provided across all destinations, currently covering approximately 29% of our workforce. Options include single and double rooms, all fully compliant with established health, safety, and security standards.
- ◆ **Meals:** Employees benefit from three nutritious meals per day, served in dedicated staff restaurants.
- ◆ **Laundry Services:** Complimentary laundry facilities are available, easing day-to-day responsibilities and enhancing employee wellbeing.
- ◆ **Shuttle Services:** To support daily commuting, Ella Resorts operates regular shuttle services between staff housing and hotel properties.

Through these provisions, Ella Resorts ensures that employees feel cared for, respected, and supported, allowing them to focus on delivering exceptional hospitality experiences. These programs benefit approximately seasonal employees annually, significantly improving satisfaction and retention rates.



## Voluntary Blood Donation Program

To boost a culture of solidarity, we actively support voluntary blood donation. Awareness events are regularly organized across our network, encouraging participation among staff.

Three blood donation events were held in 2024, topping up ELLA's blood bank to cover potential needs of employees and their families. A total of 26 units of blood were collected.

## PERFORMANCE APPRAISAL SYSTEM

Building on the foundations established in 2023, Ella Resorts fully rolled out a comprehensive Performance Appraisal System in 2024, designed to monitor, evaluate, and support progress toward both individual and organizational goals. The system functions as a structured framework and practical management tool, aligning employee performance with strategic objectives through consistent, transparent, and measurable evaluations.



## Performance Evaluation Process

- ◆ **Seasonal employees:** Evaluations are conducted annually between September and November.
- ◆ **Permanent staff:** Reviews are carried out at the close of each calendar year.

In 2024, a total of 827 employees participated in the appraisal process, 45% of whom were women, reflecting our commitment to inclusivity and fairness in performance management.

## Number of Employees' Performance Annual Evaluation

	MALE	FEMALE
C-suite	4	1
Directors	5	3
Managers (Managers, Ass. Managers)	28	24
Supervisors (Supervisors, Ass. Supervisors, Maitre)	65	65
Line Staff	352	280



## Employee Development Plan

Our appraisal system goes beyond performance evaluation by enabling the design, implementation, and monitoring of tailored Employee Development Plans. These plans are structured to enhance skills, encourage coaching, support career progression, and highlight opportunities for continuous improvement, ensuring that every employee has a clear pathway for growth and long-term employability. Some of the key actions we took in 2024 include:

- ◆ **Performance Development Plans,** that focused on addressing performance gaps, enhancing job-specific skills using tools such as coaching, mentoring, and on-the-job training. In 2024 we conducted 827 Performance Development Plans.
- ◆ **Career Development Plans:** with focused Career Development Plans we prepare employees for future roles and promotions, using tools such as career pathways, succession planning, and structured leadership programs.
- ◆ **Leadership Development Plans,** that focused on developing management and leadership capabilities through Executive coaching, and rotational assignments.
- ◆ **Succession Development Plans, Focus:** Preparing high-potential employees for critical or senior roles, using tools such as talent reviews, fast-track programs, shadowing senior leaders. In 2024 we implemented 4 such plans at the headquarters.

Our appraisal and development processes are designed to promote inclusive leadership, ensuring equal access to growth opportunities across genders and nationalities.



## Rewards Strategy

At Ella Resorts, our appraisal process is directly connected to our Rewards Strategy, ensuring that recognition and compensation are both fair and purpose-driven. Through this approach, we:

- ◆ **Celebrate and reward outstanding performance,** fostering excellence and long-term engagement.
- ◆ **Reinforce behaviors and achievements** that reflect our core values and cultural commitments.
- ◆ **Encourage continuous growth and development** across our workforce, contributing to both individual advancement and organizational success.

## ONGOING LEARNING AND DEVELOPMENT

At Ella Resorts, we view learning and development as a cornerstone of both employee empowerment and organizational excellence. By continuously investing in the technical and interpersonal skills of our workforce, we create a team that is capable, adaptable, and motivated to meet the evolving demands of the hospitality sector while delivering exceptional guest experiences.

Our training portfolio covers a wide spectrum of critical areas, including health and safety, environmental responsibility, cybersecurity, data privacy, and first aid, as well as department-specific skill development. In 2024, we also integrated our Whistleblowing initiative into mandatory training, further embedding integrity and transparency into our culture.

Through this approach, employees are not only equipped to excel in their current roles but are also empowered to advance their careers and strengthen their long-term employability within the broader labor market. This commitment reflects Ella Resorts' dedication to fostering a workforce that supports both business resilience and our wider ESG commitments.

### ELLA SIGNATURE TALENT DEVELOPMENT PROGRAM

€48,801 ON EMPLOYEE TRAINING AND INITIATIVES

The Ella Signature Talent Development Program offers a variety of training opportunities which improve the skill base of each employee, their knowledge, and overall job satisfaction.



1. Ella Corporate Training & Culture Integration
2. Ella Signature Onboarding
3. Ella Departmental Trainings
4. Ella Mandatory Trainings
5. Leadership Development Trainings



In 2024, Ella Resorts launched the Ella Signature Onboarding system, a comprehensive and user-friendly framework designed to elevate the induction experience for new hires. This structured program provides employees with a clear introduction to our organization, culture, mission, vision, and values, ensuring a smooth integration into the team and alignment with our people-first philosophy.

As part of the onboarding journey, new colleagues are introduced to critical focus areas that define the Ella Resorts culture and standards, including:

- Company Presentation & Organizational Overview
- Standard Operating Procedures (SOPs)
- Grooming & Professional Standards
- Code of Ethics
- GDPR & Data Privacy Compliance
- Anti-Harassment Policy and other HR Policies
- Functional Departmental Policies

By embedding these elements into our onboarding process, we create a consistent and transparent foundation that supports both employee engagement and long-term organizational sustainability.



### Ella e-Academy – Online Learning Platform

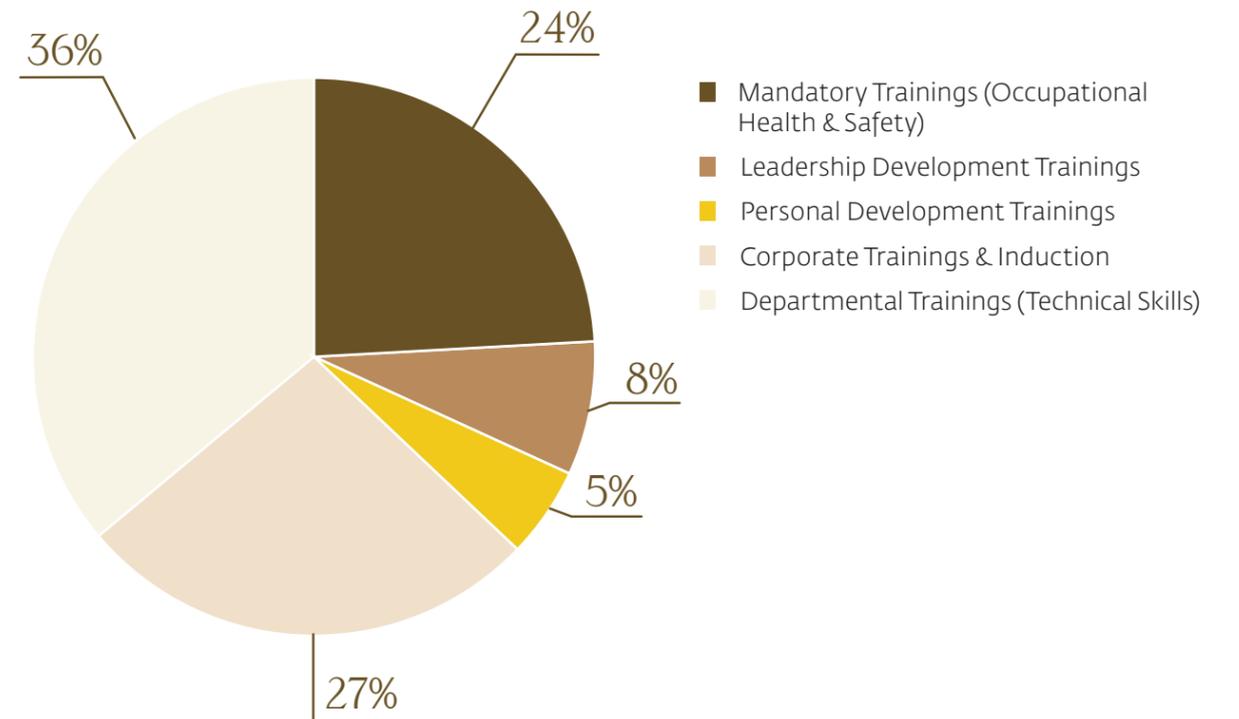
Introduced in 2023 and set for full utilization in 2024, the Ella e-Academy provides employees with access to a wide range of online training resources. Covering both technical and soft skills, as well as personal and team development topics, the platform hosts at least 50 e-learning courses and allows for flexibility and consistency.

1116 ACTIVE USERS REGISTERED ON THE ELLA E-ACADEMY PLATFORM

187 SEMINARS COMPLETED IN 2024.



### Distribution of Total Training Hours





## RESPECT FOR HUMAN AND LABOR RIGHTS

At Ella Resorts, we are firmly committed to upholding and protecting human and labor rights across all operations. We strive to foster an open, safe, and respectful workplace that not only benefits our employees but also positively impacts our wider stakeholder community, including local partners and societies in which we operate.

We categorically reject and prohibit any practices that compromise human dignity, including exploitation, discrimination, harassment, child labor, or any form of unfair or oppressive labor practices. These commitments are embedded in our core values and reinforced through our Code of Ethics, which establishes clear standards for ethical conduct, environmental stewardship, and social accountability.

To safeguard these principles, Ella Resorts enforces a robust framework of policies, procedures, and monitoring mechanisms, including the protection of employees' rights to freedom of association and collective bargaining.

Our human and labor rights commitments are fully aligned with leading international frameworks, including the UN Guiding Principles on Business and Human Rights, the ILO Core Labor Standards, and applicable EU directives, ensuring accountability and consistency across all levels of our operations.



IN 2024, OUR EMPLOYEES PARTICIPATED IN A TWO-HOUR ONLINE TRAINING SESSION ON CHILD ABUSE AND NEGLECT, CONDUCTED BY A PSYCHOLOGIST FROM THE NGO “THE SMILE OF THE CHILD”.

## STRATEGIC PARTNERSHIP WITH IST COLLEGE

During the 2024 – 2025 Academic year Ella's strategic partnership with IST College expanded.

The collaboration enables employees and their immediate family members (up to first-degree relatives) to access discounted tuition rates and exclusive educational opportunities, offered through IST College's internationally accredited academic programs (Bachelor's and Master's) as well as individual seminars. Employees have the opportunity to enrich their academic knowledge and can benefit from up to a 50% discount on fees.

Additionally, three scholarships were awarded during the year. The scholarships were allocated €18,000 each and allowed specific employees to get access to high quality learning and career advancement, in a minimal attempt to democratize education.



## ACTION FOR DIVERSITY AND EQUITY

We aspire to build an equitable working environment where every individual, regardless of gender or personal attributes, can thrive and experience job satisfaction. Hence, we are now a member of the UN's Gender Target Equality program which communicates dedicated Gender Action Plan focusing on establishing strong policies, clear procedures, and a culture that actively prevents discrimination or harassment.

The Action Plan is structured around the seven principles of gender equality:

- ◆ High-level corporate leadership for gender equality
- ◆ Fair treatment and non-discrimination for all employees
- ◆ Health, safety, and well-being of all workers
- ◆ Education, training, and professional development for women
- ◆ Enterprise development, supply chain, and marketing practices that empower women
- ◆ Equality promotion through community initiatives and advocacy
- ◆ Measurement and public reporting on progress

We are proud to be among the 3,000 leading companies worldwide that have adopted this Action Plan

DEI AND PREVENTION OF VIOLENCE AND HARASSMENT TRAINING ON 29% OF EMPLOYEES



### Work Regulation

The Ella Work Regulation serves as the cornerstone of the relationship between the Group and its employees. It establishes a clear organizational framework, defines workplace conduct and responsibilities, and sets transparent guidelines for departmental operations and disciplinary procedures.

By fostering consistency, professionalism, and accountability, the Regulation ensures a respectful and transparent work environment that upholds both employee rights and organizational standards. In doing so, it contributes to a culture of fairness, integrity, and operational excellence across all Ella Resorts properties.



### Human Rights

Ella Resorts' Human Rights Policy reflects our unwavering commitment to safeguarding dignity, equity, and fairness across all aspects of our operations. The policy affirms our dedication to:

- ◆ Upholding fundamental human rights and promoting workplace diversity and inclusion
- ◆ Prohibiting all forms of forced labor and child labor
- ◆ Ensuring health, safety, fair wages, and reasonable working hours
- ◆ Preventing discrimination and harassment in any form
- ◆ Providing secure and confidential whistleblowing channels
- ◆ Requiring supplier compliance with human rights and labor standards through the Ella Supplier Code of Conduct

This Policy applies not only to our internal operations but also extends throughout our value chain, ensuring that our partners and suppliers uphold the same high standards. To embed these commitments, the Policy is actively communicated through mandatory employee training, whistleblowing procedures, and supplier engagement programs.

By integrating human rights into both workplace practices and supplier relationships, Ella Resorts reinforces its role as a responsible employer and business partner, aligned with international ESG frameworks and principles.



### Gender Equality, Human Rights & Women's Rights

Ella Resorts' Gender Equality, Human Rights & Women's Rights Policy promotes fairness, respect, and equal opportunity for all employees, applicants, guests, and partners. It prohibits discrimination and violence, supports gender equality, a safe workplace, reproductive rights, work-life balance, and professional growth. The Policy specifically safeguards women's rights to safety, equal pay, fair treatment, and participation in decision-making.

All employees are required to acknowledge and comply with this Policy, with clear accountability measures in place. Non-compliance may result in disciplinary action, underscoring the seriousness of our commitment.

Through this Policy, Ella Resorts reaffirms its dedication to advancing gender equality and human rights, in alignment with international frameworks and best practices.



## Diversity, Equity, and Inclusion (DEI)

Ella Resorts' Diversity, Equity & Inclusion (DEI) Policy underscores our commitment to building a respectful, fair, and inclusive workplace for all. The Policy applies to employees, contractors, and business partners, ensuring that DEI principles are embedded across hiring, development, engagement, and external partnerships.

It explicitly prohibits discrimination on the basis of any protected characteristic and requires respectful conduct at all times. To reinforce this, annual diversity training is mandatory, equipping our teams with the awareness and tools to foster inclusiveness in everyday interactions.

Leaders hold a particular responsibility to promote inclusion, model equitable practices, and ensure a safe and accommodating work environment for all individuals. Violations of the Policy must be reported through established, confidential channels and are addressed promptly, fairly, and without risk of retaliation.

Through this Policy, Ella Resorts reaffirms its dedication to creating an environment where diverse perspectives are valued, equity is ensured, and inclusion is a lived reality across all operations.

## Equal Opportunity

The Equal Opportunity Policy reinforces Ella's commitment to a fair and inclusive workplace, where employment decisions are based solely on merit and qualifications. It prohibits discrimination and ensures reasonable accommodations for individuals with disabilities. The Policy promotes diversity, respects individual differences, and inclusivity as core elements of our culture. Complaints related to equal opportunity are handled swiftly, confidentially, and without retaliation. Responsibility for enforcement lies with both managers and the HR function, underscoring shared accountability. Through this Policy, Ella Resorts ensures that equity and fairness remain central to our employee experience and organizational culture, aligned with international best practices.

## Sexual Discrimination

Ella Resorts maintains a firm zero-tolerance policy against all forms of sex-based discrimination, including harassment, retaliation, and unfair treatment based on sex, gender identity, or sexual orientation. This policy applies to all individuals within the workplace and clearly defines the responsibilities of Management and Human Resources in addressing complaints with confidentiality, sensitivity, and efficiency. To promote awareness and ensure compliance, annual training is mandatory for all employees. Any violations are subject to disciplinary action. Retaliation against individuals who report or participate in investigations is strictly prohibited. The policy is reviewed regularly to ensure ongoing alignment with evolving legal requirements and ethical standards.

 **1,166** total employees  
45% women

 **6,913** total training hours

 **35** nationalities

 **€48,801** investment in learning

## Prevention and Combat of Violence and Harassment at Work

Ella Resorts enforces a strict zero-tolerance policy against all forms of workplace violence and harassment. The policy outlines proactive prevention strategies, clearly defined reporting channels, and structured response procedures to ensure incidents are addressed promptly and appropriately. It is designed to protect the safety, dignity, and well-being of all employees, while fostering a workplace culture rooted in mutual respect and inclusion. Through rigorous enforcement and ongoing awareness initiatives, Ella Resorts is committed to maintaining a secure, respectful, and supportive working environment for everyone.

## Grievance Policy

Ella Resorts upholds a transparent and confidential Grievance Policy that empowers employees to raise workplace concerns without fear of retaliation. The process prioritizes informal dialogue as a first step, while also providing a clearly structured formal pathway through Human Resources. This includes thorough investigation, documentation, appeals, and corrective actions. When internal resolution is not feasible, external mediation is available to ensure fairness and impartiality. The policy is designed to promote trust, accountability, and a respectful work environment for all.

## Respect for Employee Union Rights and Participation

Ella Resorts fully upholds the fundamental right of employees to unionize, recognizing it as a cornerstone of open communication, constructive dialogue, and mutual respect in the workplace. In 2024, 40 employees were union members, with a gender distribution of 40% women and 60% men. This reflects Ella's ongoing commitment to labor rights, inclusive representation, and a fair working environment for all.

**0** INCIDENTS OF DISCRIMINATION IN 2024

 **0** incidents of discrimination

 **Great Place to Work**  
Certification (2024)

 **3** blood donation events,  
26 units collected

 **40** employees union  
members (40% women)

5.

# HEALTH & SAFETY

Our contribution to the UN SDGs:



## HEALTH AND SAFETY



AT ELLA RESORTS, WE ARE COMMITTED TO ENSURING THE HEALTH AND SAFETY OF BOTH OUR EMPLOYEES AND OUR ESTEEMED GUESTS WITHIN OUR HOTEL PREMISES.

## OUR HEALTH AND SAFETY CULTURE

At Ella Resorts, ensuring a safe and healthy working environment is a fundamental priority and an essential component of our core values. This commitment extends equally to our valued guests, whose presence on our premises we are privileged to host. Our dedication to health and safety underpins every aspect of our operations, reinforcing our duty of care to all individuals who work, reside, or visit our properties.

To this end, Ella Resorts has established a structured and comprehensive Occupational Health and Safety Management System (OHSMS), fully aligned with the requirements of Greek national legislation (Law 3850/2010) and informed by leading practices in the hospitality industry. The system is implemented across all hotel units and applies to the entire workforce, including permanent, seasonal, and part-time employees. While not yet certified under ISO 45001, the OHSMS incorporates systematic risk assessments, incident investigation protocols, and documented operational procedures. Its core objective is the prevention of work-related injuries and illnesses, supported by a proactive safety culture embedded throughout the organization.

Furthermore, Ella Resorts has developed a comprehensive set of dedicated policies that reinforce its integrated approach to Health and Safety, addressing the safety of both employees and guests. These include the Occupational Health and Safety Policy, the Food Safety Policy, the Guest Health and Safety Policy, and the Lone Travellers Policy, each designed to ensure a consistently safe environment across all hotel operations.

## KEY POLICIES

### Guest Health & Safety Policy

Ella Resorts is dedicated to ensuring a safe and healthy environment for all guests throughout their stay. The Guest Health and Safety Policy establishes the framework and scope for protecting the well-being of visitors across all resort facilities, in full compliance with applicable laws and aligned with the expectations of guests, customers, partners, employees, and other stakeholders. Management is responsible for overseeing the policy's implementation, defining clear roles and safeguards in accordance with legal requirements. Guests are guided and supported to experience a safe, secure, and responsible stay.

Key objectives include:

- Maintaining clean, safe, and accessible indoor and outdoor facilities suitable for all ages and special needs.
- Providing optimal living conditions that safeguard the health and safety of visitors and others on-site.
- Preventing injuries, accidents, illnesses, and material damage through responsible operational practices.

### Occupational Health & Safety Policy

Ella Resorts is committed to safeguarding the health, safety, and well-being of its employees and guests through a structured Occupational Health & Safety Policy, which forms an integral part of the Group's overall management framework. Aligned with national legislation and stakeholder expectations, the Policy promotes a culture of shared responsibility, with both management and employees actively engaged in health and safety matters. The Policy prioritizes clean and safe working and communal environments, and aims to prevent workplace injuries, occupational illnesses, and material damage. To this end, all employees receive role-specific training and supervision to ensure safe work practices across all hotel units.

### Lone Travellers Policy

Ella Resorts is committed to ensuring a safe and secure environment for all guests, including those traveling alone. The Lone Travellers Policy is designed to provide solo guests both female and male with enhanced safety measures and peace of mind throughout their stay. The policy encompasses a range of health and safety practices, including specialized staff training, prioritized room allocation away from isolated or vulnerable areas, and strict confidentiality of guest information. Additional measures such as escorted room access, 24-hour staffed reception, secure parking, and direct communication lines to reception further support guest safety. Ella Resorts applies this policy with due consideration to availability and guest requests, aiming to create a comfortable, protected, and welcoming experience for lone travellers.

## RISK IDENTIFICATION AND MITIGATION

Risk identification and mitigation form the foundation of Ella Resorts' health and safety preventive approach. Through an ongoing partnership with a certified Occupational Health and Safety Technician, regular inspections and job-specific risk assessments are conducted across all hotel properties. Potential hazards are documented, evaluated, and addressed through appropriate control measures. All incidents and illnesses occurring on site are formally recorded using a standardized "Incident and Illness Report". Investigations are conducted collaboratively by the Safety Technician, Technical, and Human Resources departments to ensure root cause analysis and implement corrective and preventive actions as needed.



### Incident Investigation Procedure



**01 Immediate Response**  
If the hazard that led to the incident remains, immediate corrective measures are taken to eliminate or control the risk.



**02 Identification of Immediate Causes**  
A team is assembled, consisting of the Occupational Health & Safety Technician and representatives from the Technical and Human Resources departments. Their first step is to identify and document the immediate causes of the incident, such as unsafe actions or conditions.



**03 Root Cause Analysis**  
The dedicated team tries to identify why the accident occurred by analyzing the deeper issues beyond the surface-level causes.



**04 Implementation of Corrective Actions**  
Following root cause identification, corrective actions are implemented and monitored to prevent recurrence. These may include new control measures and updates to procedures or policies.



**05 Evaluation of Incidents/Accidents**  
The Safety Officer or H&S Representative reviews each incident to assess whether further training, information, or resources are needed to prevent future occurrences.



**06 Communication**  
Root causes, key findings, corrective measures, and lessons learned are shared with all employees and relevant stakeholders to promote transparency and continuous improvement.



All non-conformities and observations identified during internal assessments are addressed through documented corrective actions, each accompanied by a clear timeline and an assigned responsible party.

Additionally, each hotel unit is subject to monthly inspections by an external partner, focusing on issues such as food safety, physicochemical parameters of swimming pools, and cleanliness and hygiene of rooms. The external partner submits monthly reports, which are taken into account by hotel management to enhance the quality of products and services offered to guests.



### Visitor Health and Safety

Our commitment to Health and Safety extends to all visitors across our hotel premises. The dedicated Health and Safety Technician conducts regular inspections in guest-occupied areas to identify and mitigate hazards, with particular focus on pools and shared facilities to minimize injury risks. Emergency preparedness is ensured through clearly defined evacuation plans, supported by ongoing training seminars and drills. To promote guest awareness, the organization has developed clear, guest-facing safety communications, including signage that outlines key emergency procedures, such as fire escape routes, pool safety rules, and the locations of first aid equipment.

In addition to the regular safety inspections and training, Ella Resorts will implement a guest feedback system specifically focused on health & safety concerns. This system will allow guests to provide real-time feedback on safety issues, ensuring we continuously improve the guest experience and safety standards. Feedback will be gathered via surveys and digital platforms.

Moreover, comprehensive Guest Accommodation Risk Assessments have been carried out across all properties to ensure that all facilities meet the highest standards of safety and to safeguard the well-being of every guest.



### Incident Reporting and Continuous Improvement

Incidents involving both employees and visitors are systematically reported and included in our health and safety performance metrics. This comprehensive monitoring allows Ella Resorts to continuously improve safety measures and maintain a secure environment for all.

To strengthen this approach, a structured post-incident recovery and follow-up procedure has been established. This process ensures that corrective actions are effectively implemented, monitored over time, and translated into lasting improvements, helping to prevent the recurrence of similar incidents in the future.



## TRAINING AND CAPACITY BUILDING

As a testament to Ella Resorts' commitment to the health and safety of both employees and guests, all employees undergo mandatory induction training upon recruitment, where they are introduced to the organization's safety standards and the specific procedures relevant to their role. This training is grounded in the principle of prevention and aims to equip every team member with the knowledge needed to maintain a safe working environment. All staff receive annual refresher training covering critical topics such as the proper use of Personal Protective Equipment (PPE), chemical safety, and safe handling practices.

In addition, advanced training programmes are implemented to enhance emergency preparedness, including regular fire drills conducted in cooperation with the local Fire Department. These drills serve to reinforce the practical application of emergency procedures and strengthen overall response capabilities across the organization.

To ensure that the Company's approach aligns with employee expectations, a satisfaction survey is planned for 2025, which will include dedicated sections on health and safety matters.



### Health and Safety Training Highlights in 2024

1,783 TOTAL  
TRAINING HOURS

386  
ATTENDEES

18  
SEMINARS

A total of €83,359 was invested in Health and Safety, of which 10% was allocated to training initiatives. 100% of our personnel received Health and Safety Induction Training.

## HEALTH AND SAFETY KPIS MONITORING

At Ella Resorts, we have defined specific Key Performance Indicators that allow us to closely track our Health & Safety performance and take proactive measures. This monitoring process ensures that we consistently progress toward our objective of ongoing improvement.

HEALTH AND SAFETY INDICATORS	YEAR	
	2024	2023
Number of Lost Time Injuries (LTI) <sup>1</sup>	0	2
Number of Occupational Diseases Identified	0	0
Lost Time Injury Frequency Rate (LTIFR) <sup>2</sup>	0	1.7
Lost Time Injury Severity Rate (LTISR) <sup>3</sup>	0	0
Absenteeism Rate (AR) <sup>4</sup>	0	0.132%
Number of fatalities	0	0
Fatality rate <sup>5</sup>	0	0
Number of high-consequence injuries <sup>6</sup>	0	1
High-consequence injury rate <sup>7</sup>	0	0.17
Number of recordable injuries	0	2
Recordable injury rate <sup>8</sup>	0	0.17
Number of hours worked	1,338,081	1,179,326

Ella Resorts Occupational Health & Safety Management System (OHSMS) is fully aligned with the Greek national legislation and best practices.

- <sup>1</sup> Lost time injuries are defined as injuries that resulted in time lost from work of one day or more.
- <sup>2</sup> LTIFR is calculated by multiplying the number of LTIs by 1,000,000 and then dividing the number by the number of hours worked.
- <sup>3</sup> LTISR is calculated by multiplying the total number of lost days due to an injury or an accident that have led to or resulted in absence from work for more than 6 months with 1,000,000 and then dividing the number by the number of hours worked.
- <sup>4</sup> The AR is calculated by dividing the total number of missed days due to incapacity of any kind, not just as the result of work-related injury or disease for employees (without maternity leaves) by the total number of hours worked.
- <sup>5</sup> Rate is calculated based on the number of fatalities as a result of work-related injuries divided by the total number of hours worked, multiplied by 1,000,000 hours worked.
- <sup>6</sup> High-consequence work-related injury is work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within six months.
- <sup>7</sup> Rate is calculated based on the number of high-consequence work-related injuries (excluding fatalities) divided by the total number of hours worked, multiplied by 1,000,000 hours worked.
- <sup>8</sup> Rate is calculated based on the number of recordable work-related injuries divided by the total number of hours worked, multiplied by 1,000,000 hours worked.

## FOOD SAFETY

Food Safety is a fundamental pillar of our operations at Ella Resorts, closely integrated into our broader commitment to the Health & Safety of our guests, employees, and partners. From sourcing and preparation to serving, all food-handling processes are carried out with rigorous adherence to internationally recognized standards, ensuring a safe, hygienic, and high-quality culinary experience across all resort facilities.

Resorts including Elissa, Helea, and La Grotta Verde have successfully achieved ISO 22000 certification for their Food Safety Management Systems, affirming our alignment with global best practices in food hygiene and safety. The remaining resorts are scheduled to obtain certification by 2027, ensuring a unified and consistent approach across all locations. In parallel, all resorts fully comply with HACCP (Hazard Analysis and Critical Control Points) requirements, further reinforcing our robust food safety protocols.

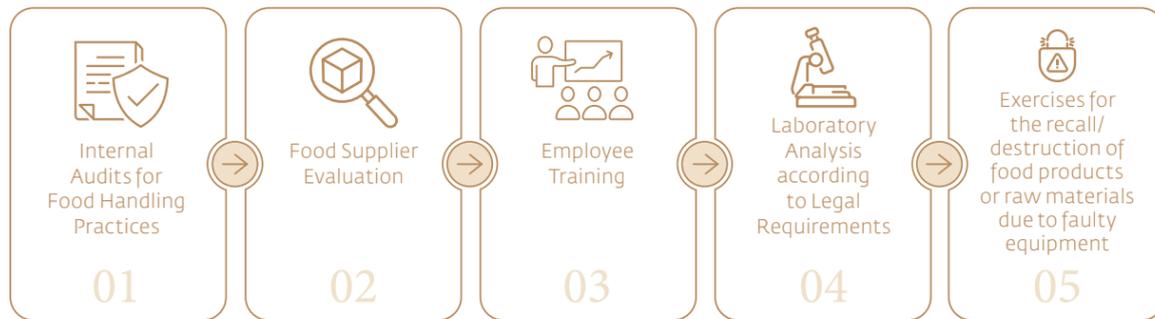
Within the framework of our ISO 22000-certified Food Safety Management System, we systematically monitor Key Performance Indicators (KPIs) related to food safety. These KPIs guide the implementation of comprehensive Food Safety Programs aimed at continuous improvement. This process is supported by regular internal audits and targeted personnel training to ensure that all meals served are safe, fresh, and of consistently high quality.



## FOOD SAFETY PROGRAMS

Our Food Safety Programs include:

-  Constant monitoring of food handling equipment for defects and malfunctions & of food suppliers
-  Foodborne illnesses Recorded
-  Monthly analyses are conducted on food, drinking water, ice, food-contact surfaces, legionella, and pool water. Review and follow up guest complaints concerning food safety.
-  Tracking supplier's compliance



A key component of our approach is the proactive identification of food safety risks through structured assessments and established control procedures. This enables early detection of potential vulnerabilities and prompt implementation of corrective actions. In addition, all Health & Safety and Food Safety policies and procedures are reviewed annually and updated to reflect the evolving operational needs and risk landscape of Ella Resorts.

To further formalize our commitment, we have developed a dedicated Food Safety Policy, which outlines our principles, responsibilities, and procedures for ensuring food safety across all operations.

## FOOD SAFETY POLICY

The Food Safety Policy of Ella Resorts establishes a structured framework for ensuring the highest standards of food safety, quality, and customer satisfaction across all operations. Aligned with the ISO 22000:2018 standard, the Policy outlines the principles and procedures governing the responsible sourcing of raw materials and the safe management of food production, storage, transportation, and delivery. It sets clear objectives, including the enhancement of infrastructure and working conditions, reduction of food waste and customer complaints, continuous employee training, and the improvement of food safety management system efficiency. The Policy also ensures full compliance with applicable hygiene and safety regulations and calls for regular monitoring of legislation and safety indicators. By fostering a strong culture of food safety, Ella Resorts promotes awareness and accountability at all organizational levels. The Policy is communicated to all employees and relevant stakeholders and is reviewed annually during management reviews to ensure its ongoing effectiveness and alignment with the Company's strategic goals and legal obligations.



6.

# EMPOWERING COMMUNITIES

Our social impact strategy aims to create lasting value for local communities by fostering inclusion, supporting education and promoting shared prosperity across all region of operation

Our contribution to the UN SDGs:



# EMPOWERING COMMUNITIES THROUGH COLLECTIVE ACTION

## OUR APPROACH

At Ella Resorts, we view community engagement as an integral part of our corporate responsibility. A broad range of social initiatives across all regions of operations, was implemented in 2024, from supporting vulnerable groups in Rhodes and Corfu through essential donations, to investing in education, child welfare, and economic literacy; from supporting youth-focused programs like the "The Olympics of Economics" to contributing to trusted organizations such as "The Smile of the Child", our actions reflect a deep and ongoing commitment to social responsibility, solidarity, and focusing on long-term community empowerment.

Our social initiatives are structured around two main pillars.

PILLAR	FOCUS AREA
Local community empowerment	Social welfare, donations, food security, inclusion, cultural support
Children & education	Youth development, scholarships, partnerships with schools & NGOs

## SUPPORTING COMMUNITIES

We collaborate with a wide range of local organizations, particularly NGOs, to assist communities and vulnerable groups across Greece.

We are proud to work alongside the following Public and Private Institutions:

- Local Hospitals
- The Smile of the Child
- Rhodes Women's Childcare Center - Rhodes Orphanage
- Social Welfare Centre of the South Aegean Region, headquartered in the Municipality of Rhodes
- Homeless Support Structure of Rhodes
- Department of Social services - Rhodes Meal Distribution Center
- The action "Together for Children"
- Economics Olympiad
- The NGO "Common Nature"

At Ella Resorts, we believe reaching sustainability goes hand in hand with active engagement and support for the local community across all regions of operation. Through targeted initiatives and meaningful partnerships, we always do our best to boost social cohesion, address urgent local needs, and contribute to the overall well-being of residents. Our recent efforts and donations across various regions demonstrate our ongoing efforts for corporate social responsibility and community development.

As part of our ongoing commitment to assessing the impact of our contributions, we regularly monitor and evaluate the outcomes of these initiatives. For example, in 2024 the Meal Provision Center in Rhodes successfully delivered over 50,000 meals to vulnerable individuals, providing food security to those in need. Finally, all donations are carefully sourced with an emphasis on sustainability. For instance, furniture donations and food items are selected to minimize waste and maximize nutritional value. Through these efforts, we remain dedicated to fostering a lasting positive impact, ensuring that our support reaches those who need it the most.

## Support for the Center for Social Welfare of the South Aegean Region

As part of our ongoing commitment to social welfare and the support of vulnerable groups, Ella Resorts made significant in-kind donations to the Center for Social Welfare of the South Aegean Region, one of the twelve public welfare centers and based in the municipality of Rhodes. The Center's mission is to contribute to the protection and care of families, children, youth, the elderly, individuals with disabilities, and other vulnerable members of the society on the island of Rhodes. The contribution included donations for a wide range of essential food and beverage items, such as dairy products, dry goods, baked goods, and refreshments. The total value of this contribution was €4,230.



## Support for the Meal Provision Center (Sissitio Rodou)

The "Meal Provision and Social Pharmacy Center" of the Municipality of Rhodes was established in 2016 and is funded by the South Aegean Regional Operational Program 2014-2020 with support from the European Social Fund.

The Meal Provision Structure (Sissitio Rodou), which focuses on preparing and delivering meals to those in need. The Meal Provision Structure prepares, packs, and distributes two daily home-delivered meals to at least 180 economically vulnerable individuals, who are unable to cook for themselves due to lack of facilities or physical limitations. The program operates in partnership with the Community Center and Municipal Social Services providing coordinated support for vulnerable groups.

We are proud of this collaboration. Through our contribution, which amounted to €3,440, we help enhance food security and improve the quality of life for those facing economic hardship.

## Contribution of Capo di Corfu Hotel

Ella Resorts is deeply committed to fostering strong community ties and to providing ongoing support. Over the course of the year, the Capo di Corfu hotel made a series of significant donations to meet local needs. Specifically, in 2024 the following organizations received monetary support:

- ◆ The Police Department of Lefkimmi
- ◆ The South Corfu Municipality
- ◆ The Hellenic Red Cross
- ◆ Scouts of Greece
- ◆ Corfu EKAB National Emergency Aid Center Workers' Union
- ◆ The NGO "Smile of the Child"
- ◆ The Corfu Choir
- ◆ The Ministry of Climate Crisis and Civil Protection
- ◆ The Saint Spyridon Parish of Corfu
- ◆ The Musical and Artistic Union of Lefkimmi
- ◆ Cultural and Beautification Associations
- ◆ Parents & Guardians Association of Perivolion
- ◆ Corfu Association for Social Protection and Solidarity
- ◆ School Board of Lefkimmi's 2nd Primary School
- ◆ Lefkimmi Day High School
- ◆ Lefkimmi Kindergarten
- ◆ Melikia Primary School
- ◆ 2nd Primary School of Korissia, Perivoli
- ◆ 2nd Kindergarten of Lefkimmi, Ringlades
- ◆ 2nd Primary School of Ringlades

The donations included food items, personal care products, furniture, and various useful goods, with a total value of €58,730.


**€121,190**  
 ELLA RESORT'S SOCIAL INVESTMENT  
 IN CORFU

## Contribution of Pelekas Monastery Hotel

Pelekas Monastery has demonstrated a strong commitment to supporting the local community through a series of significant donations throughout the year. Specifically, in 2024 the following organizations received support:

- ◆ Municipality of Central Corfu
- ◆ National Emergency Aid Center (EKAB)
- ◆ Hellenic Red Cross
- ◆ Church of Saint Nicholas in Giannades
- ◆ Orphanage of Corfu
- ◆ Region of Ionian Islands
- ◆ Pelekas Cultural Association
- ◆ Sinarades Cultural Association
- ◆ Kouramades Cultural Association
- ◆ Environmental & Arts Association "Saint Mathias"
- ◆ Scouts of Greece
- ◆ The NGO "Smile of the Child"
- ◆ Philharmonic Society of Kinopiastes, Corfu
- ◆ Corfu Choir

These donations included a wide range of essential items such as furniture (including chairs, beds, sofas, tables), household appliances and televisions, as well as various food products and kitchen supplies. The total value of this contribution was €62,460.



## CHILDREN AND EDUCATION

### “The Smile of the Child”



With over 28 years of nationwide action, “The Smile of the Child” has supported more than 2,000,000 children and their families across Greece. As part of our ongoing commitment to supporting children and vulnerable social groups, Ella Resorts contributed to the NGO by covering the tuition fees for a young adult enrolling in the BSc Tourism Hospitality Management undergraduate program at IST College. Ella Resorts proudly stands by the organization’s mission to ensure that every child has access to care, opportunities, and a life full of smiles.

### “no finish line ATHENS” - “Together for Children” Association



Our Corporate office team proudly took part in the 8th “no finish line ATHENS” 2024, a unique fundraising race supporting the Association “Together for the Children”. This symbolic event has no time or distance limits, each kilometer covered is transformed into financial aid for child support programs. We are honored to contribute to this meaningful initiative, helping improve the lives of children in need.

### Economic Literacy

We are proud to support the Economic Olympiad in Greece<sup>1</sup>, a nationwide competition that promotes economic literacy among high school students. Organized by the Center for Liberal Studies Markos Dragoumis (KEFiM), in partnership with the Czech Institute of Economic Education (INEV), the initiative aims to equip the younger generation with essential knowledge on finances, economic systems, and global markets.

In line with our broader commitment to education and youth empowerment, Ella Resorts contributed €50,000 in 2024, to support the organization and outreach of the Economic Olympiad. Most of the support was directed toward KEFiM, the primary operational partner of the competition in Greece, helping to cover organizational and communication-related expenses. Additional funding was allocated to individual ambassadors and public awareness efforts, including collaboration with well-known athletes and influencers to communicate the event and encourage greater youth engagement.



<sup>1</sup> Greek Students with Nicos Rompapas

WE ACTIVELY SEEK FEEDBACK FROM THE LOCAL COMMUNITIES WE SUPPORT, TO BETTER UNDERSTAND THE NEEDS OF RECIPIENTS AND TO REFINE OUR SUPPORT STRATEGIES FOR 2025.

### International/World Days 2024

Ella Resorts celebrates International and World Days:

- ◆ On World Tourism Day, we reaffirmed our dedication to protecting the beauty of Rhodes while creating experiences for our guests.
- ◆ On International Women’s Day, we honored the strength and valuable contributions of the female workforce at Ella Resorts.
- ◆ For International HR Day, we recognized the exceptional efforts of our Human Resources team. Our HR philosophy centers on Agility and Care, striving to cultivate an inclusive, equitable, and diverse atmosphere for both our employees and guests.
- ◆ In celebration of International Education Day, we celebrated our commitment to lifelong learning by supporting employee’s growth journey through exclusive educational opportunities in collaboration with IST College.

## BOOSTING OUR GUESTS TO CONTRIBUTE TO SOCIETY

### Towards a Cycle of Giving

In 2025, Ella Resort aims to strengthen guest engagement by introducing the Charity Bag initiative. A donation bag will be placed in each room one day before departure, enabling guests to contribute items they no longer need. The collected items will be redirected to beneficiaries, fostering a cycle of giving and supporting vulnerable groups through initiatives like the Charity Bag, Ella Resorts encourages guests to actively participate in our social mission- transforming every stay into an opportunity to give back and support local resilience.

### Enhancement of “The Smile of the Child”

At Ella Resorts, our 2025 goal is to strengthen our collaboration with “The Smile of the Child.” Throughout our hotels, guests will find posters with QR codes, making it easy to contribute and support the organization’s efforts to protect and bring smiles to children.

7.

# GOVERNANCE

Our contribution to the UN SDGs:



## OUR APPROACH TOWARDS SOUND AND ETHICAL GOVERNANCE

At Ella Resorts, we are committed to upholding the highest standards of governance, ethics, and transparency. This governance structure is directly aligned with our ESG priorities, providing the foundation for ethical business practices, regulatory compliance and long term stakeholder value creation.

We have established a set of policies and procedures that guide our daily operations and decision-making processes. These policies cover key areas such as ethical behaviour, data protection, and privacy.

Recognizing the importance of effective risk management, we actively identify and address potential risks to ensure a safe, stable, and high-quality experience for our guests.

To support this commitment, we provide our employees with regular training and practical tools to help them understand and apply our ethical and compliance standards. Our ongoing efforts to strengthen data security reflect current regulatory requirements and industry best practices, reinforcing trust and accountability across all aspects of our business.

## ORGANIZATIONAL AND GOVERNANCE STRUCTURE

The organizational structure of Ella Resorts is designed to support strong governance, operational efficiency, and the achievement of strategic objectives across all resort locations. It establishes clear lines of authority and responsibility, ensuring transparency in decision-making processes. At the same time, it enables each resort's management team to operate with an appropriate degree of autonomy, allowing them to respond effectively to the specific needs of their guests, employees, and other stakeholders.

The governance model combines centralized oversight with local flexibility, ensuring consistent implementation of corporate policies and strategic alignment across all properties. This unified approach allows the Group to remain agile and responsive to market developments, while maintaining a focus on service quality, sustainability, and guest satisfaction.

## BOARD OVERSIGHT AND COMPOSITION

The Board of Directors of Ella Resorts is composed of highly qualified and experienced professionals who provide strategic direction across all six legal entities. Board members are selected based on their professional expertise, leadership experience, and ability to contribute to the long-term vision of the Group. Their cross-resort involvement promotes consistent governance practices, while supporting the distinct operational needs of each resort.

COMPANY	BOARD MEMBERS	BOARD MEMBERS APPOINTMENT DATE	AGE GROUP
ELLA HOTELS AND RESORTS	G. Stamatiou (Chairman), K. Sideris (Vice Chairman), P. Almyrantis (Member)	13/06/2024	30-50 – 2 Board members > 50 – 1 Board member
CAPO DI CORFU SINGLE-MEMBER S.A.	G. Stamatiou (Chairman), K. Sideris (Vice Chairman), P. Almyrantis (Member), N. Georgiadis (Member)	08/01/2025	30-50 – 2 Board members > 50 – 1 Board member
Mon Repos Palace	G. Stamatiou (Chairman), K. Sideris (Vice Chairman), P. Almyrantis (Member), I. Danasis (Member)	08/01/2025	30-50 – 2 Board members > 50 – 1 Board member
T.E.N. S.A. (Elissa & Helea)	G. Stamatiou (Chairman), K. Sideris (Vice Chairman), P. Almyrantis (Member), D. Perrakis (Member), P. Ionas (Member)	14/10/2024	30-50 – 2 Board members > 50 – 3 Board member
PELEKAS MONASTERY SINGLE-MEMBER S.A.	G. Stamatiou (Chairman), K. Sideris (Vice Chairman), P. Almyrantis (Member), M. Kapodistria (Member)	08/01/2025	30-50 – 2 Board members > 50 – 1 Board member



RECOGNIZING THE NEED FOR BROADER REPRESENTATION, ELLA RESORTS IS ACTIVELY EVALUATING THE DIVERSIFICATION OF ITS GOVERNANCE BODIES IN TERMS OF GENDER, AGE AND PROFESSIONAL BACKGROUNDS AS PART OF ITS LONG TERM EVOLUTION PLAN

The Board holds the ultimate responsibility for the integration of ESG factors into business strategy and operations. While all Board members currently serve in executive roles (100%), they are accountable for ensuring ethical conduct stakeholder engagement and oversight of sustainability performance.



## ESG OVERSIGHT AND STRATEGIC ALIGNMENT

ESG topics are regularly discussed at the Board level and we are exploring the the option of creating an ESG committee by 2025 to ensure more focused and specialized attention to ESG matters. ESG goals are integrated into operational planning and performance evaluation, with executive accountability across functions.

## ETHICAL BUSINESS CONDUCT

Policies and procedures form the foundation of both our daily operations and strategic decision-making. Designed to uphold high standards of conduct, quality, safety, and sustainability, they reflect the Group's core values and policy commitments. These commitments support compliance with applicable law and regulations, promote ethical business practices, and guide our approach to environmental and social responsibility.

Policies are systematically embedded across all functions and resort locations through structured procedures, internal controls, and staff training. This integration ensures consistent implementation and enables the organization to effectively identify, assess, and manage actual or potential impacts on stakeholders, the environment, and society. To safeguard their relevance and effectiveness, policies are reviewed on an annual basis by the Compliance Director, ensuring alignment with regulatory requirements and evolving best practices. At the same time, they serve as a cornerstone in advancing the Company's sustainability objectives and in upholding ethical business conduct across all operations. These efforts are further reinforced through targeted training initiatives and continuous compliance monitoring, which strengthen employee awareness, support consistent application, and promote a culture of responsibility and integrity.

In cases where negative impacts are identified, either through internal monitoring or external feedback, Ella Resorts applies appropriate remediation measures, in line with relevant legal requirements

and internal protocols. All policies are subject to regular review and updates to reflect emerging risks, stakeholder expectations, and evolving operational needs, reinforcing a culture of accountability, transparency, and continuous improvement.

## ROBUST POLICIES, CODES AND PROCEDURES

At Ella Resorts, we recognize the importance of clear and well-structured policies in promoting transparency, accountability, and responsible business conduct. Our policies and procedures define the standards we uphold to ensure ethical practices, data protection, employee well-being, and compliance with applicable laws and regulations. All codes and policies are embedded into operational procedures and are accompanied by annual training programs and internal audits to ensure our governance practices align with the expectations of our stakeholders. Ella Resorts engages with local communities, suppliers and customers through surveys, stakeholder interviews. In 2023, we received feedback from our stakeholders, which was integrated into our governance and sustainability strategies.

IN 2024 OVER 90% OF EMPLOYEES  
COMPLETED MANDATORY ETHICS  
AND DATA PROTECTION TRAINING.



The following documents reflect our commitments to good governance, sustainability, diversity, and integrity across all aspects of our operations.

CODES, POLICIES AND PROCEDURES	ADOPTION YEAR
<b>CODES</b>	
Code of Ethics and Operations	2024
Supplier Code of Conduct	2022
<b>POLICIES</b>	
Accounting Procedures	2023
Anti-Bribery and Anti-Corruption Policy	2022
Business Continuity Policy	2022
CCTV Policy	2022
Communications Policy	2023
Energy Policy	2024
Environmental Policy	2022
Food Safety Policy	2023
Grievance Policy	2022
Guest Health and Safety Policy	2023
Information Security Policy	2022
Lone Travellers Policy	2022
Occupational Health and Safety Policy	2022
Personal Data Protection Policy	2022
Policy Against Violence and Discrimination	To be revised in 2025
Quality Policy	2022
Whistleblowing Policy	2022
<b>PROCEDURES</b>	
Food & Beverage Procedures	2023
Guest Relations Procedures	2023
Human Resources Procedures	2023
Internal Procedure of Overbookings	2024
Kitchen Procedures	2023
Marketing Procedures	2023
Onboarding Plan Procedure	2022
Pool & Beach Procedures	2023
Reception & Front Office Procedures	2023
Recruitment Procedure	2022
Rooms / Housekeeping Procedures	2023
Warehouse Procedures	2023



### Anti-Bribery and Anti-Corruption Policy

Ella Resorts' Anti-Bribery & Anti-Corruption Policy affirms the Group's strict zero-tolerance stance toward any form of bribery, corruption, or unlawful inducement, in both public and private sectors. The Policy applies to the Board of Directors, officers, employees, and any related third party. It explicitly prohibits bribery, facilitation payments, kickbacks, and any offer or receipt of gifts, hospitality, or sponsorships intended to improperly influence decisions or gain an unfair business advantage. Emphasis is placed on transparency, integrity, and the proper approval of all transactions, especially those involving third parties. The Group enforces rigorous due diligence procedures for business associates, maintains detailed and accurate financial records, and implements internal controls to detect and prevent corrupt practices. The Policy is communicated to each Ella employee during commencement of employment to ensure awareness of legal obligations and ethical standards. The Policy also outlines clear procedures for confidential reporting of suspected violations to the Legal Department which reports to the Managing Director.



### Whistleblowing Policy

Ella Resorts' Whistleblowing Policy establishes a comprehensive internal reporting framework that enables employees and external stakeholders to confidentially report suspected breaches of Union or national law, such as those related to public procurement, financial services, product safety, consumer protection, and the safeguarding of privacy and personal data, without fear of retaliation. The policy guarantees strict confidentiality, offers the option for anonymity, and ensures secure processing of all submissions. Reports may be submitted in writing (via email, post, or in person), orally (via telephone or in-person meetings), or through a dedicated third-party platform: <https://inventio.talknow.gr>. A designated Competent Person to Receive and Monitor the reports is responsible for ensuring they are handled through a structured investigation process. Whistleblowers are protected from dismissal, discrimination, or any adverse consequences, provided disclosures are made in good faith and under the conditions outlined by the Policy. Furthermore, Ella Resorts ensures that employees receive targeted training and regular communication on ethics, integrity, and their rights and responsibilities regarding the reporting of misconduct. The Policy is reviewed periodically to ensure its effectiveness and alignment with EU Directive 2019/1937 and applicable national legislation.



### Personal Data Protection Policy

Ella Resorts is committed to protecting personal data in full compliance with the GDPR and relevant national legislation. The Group's Personal Data Protection Policy ensures that data is processed lawfully, fairly, and transparently, with strict safeguards in place to maintain its confidentiality, integrity, and availability. Data is collected and used solely for defined purposes, such as managing reservations, improving guest experiences, and meeting legal obligations. The Policy also outlines measures to prevent unauthorized access, disclosure, or loss of data. Clear guidance is provided on data subject rights, including access, correction, and erasure, while employees receive ongoing training to ensure compliance. The Policy is regularly reviewed and communicated to all relevant stakeholders.

In alignment with the Company's policies and broader strategic direction, the development of Standard Operating Procedures (SOPs), which commenced in 2023, continued throughout 2024 with the objective of full implementation by 2025. These SOPs are designed to enhance and standardize operational workflows, ensuring alignment with business goals while reinforcing compliance and consistency. During 2024, the process remained focused on incorporating industry best practices and maintaining adaptability to the Company's evolving operating model. This structured, phased rollout supports the effective translation of strategic priorities into practical procedures, promoting efficiency, accountability, and ongoing improvement across all functions.

<p>O</p> <p>ELLA RESORT'S SOCIAL INCORRUPTION AND/OR BRIBERY INCIDENTS</p>	<p>O</p> <p>COMPLAINTS ABOUT BREACHES IN CUSTOMER PRIVACY AND DATA LOSS.</p>
<p>100%</p> <p>OF NEWLY HIRED EMPLOYEES TRAINED ON ANTI-CORRUPTION.</p>	

## MANAGEMENT SYSTEMS

The certified Management Systems based on internationally recognized standards are central to our commitment to quality, safety, and sustainability. We continuously set improvement goals and seek new certifications to enhance operational efficiency and guest satisfaction.

Each system is regularly reviewed to ensure alignment with our values and strategic objectives. Annual assessments, led by the management team, set performance targets, while a dedicated committee conducts frequent internal audits. Findings are documented, and corrective actions are implemented without delay.

Hotel managers contribute through detailed operational reports, enabling centralized oversight and timely support. This ensures transparency, accountability, and consistent standards across all properties.

## ISO CERTIFICATIONS



Our Quality Management System is central to our overall management approach, promoting continuous improvement through regular evaluations, audits, and clear performance targets. By integrating quality principles into all operations, we consistently meet and exceed guest expectations, while providing a foundation for alignment across all other management systems.



Our Environmental Management System supports our sustainability goals by promoting eco-friendly practices, efficient resource use, and waste reduction. It plays a key role in minimizing our environmental impact and advancing ELLA Resorts' commitment to responsible tourism and environmental stewardship.



Food safety is a core priority at ELLA Resorts, with strict procedures in place from sourcing to service to ensure the highest standards are met. These controls safeguard the quality of our food and beverage offerings, ensuring a safe and enjoyable dining experience for every guest.

To support these systems, we invest in ongoing employee training in areas such as service quality, food safety, and sustainability, ensuring that our teams are equipped to uphold and advance the principles embedded in each Management System.

34  CERTIFICATIONS

 68 HOURS EXTERNAL AUDITS  
188 HOURS INTERNAL AUDITS

## RISK MANAGEMENT

Our commitment to safety, sustainability, and operational excellence is embedded in our risk management practices. We have developed a structured risk assessment process that is fully integrated with our quality assurance systems. Each year, our management team undertakes a comprehensive review of our quality management framework, during which we set clear goals for continuous improvement. Through regular internal audits, we monitor compliance with established standards and identify opportunities for enhancement across our operations.

Our approach enables us to identify, assess, and mitigate risks in a proactive and effective manner, ensuring the protection of our guests, our people, and the environment. As part of this process, we systematically incorporate ESG-related risks, recognizing their growing importance in achieving sustainable, resilient operations. These non-financial risks are categorized to support a thorough analysis and the development of targeted mitigation strategies. By addressing such risks, we strengthen our overall risk management framework and reinforce our alignment with our sustainability goals and operational commitments.

Our risk management framework systematically incorporates ESG-related risks across all business functions. ESG Risks are categorized and assessed based on likelihood and impact, using a centralized risk register maintained by the Compliance team.

## KEY ESG RISK CATEGORIES



### Environmental Risks

We recognize that climate change presents long-term challenges to our operations. Extreme weather events, rising sea levels, and changing temperature patterns can disrupt guest experiences, damage infrastructure, and alter the natural character of our destinations. In addition, improper waste management can adversely affect the environment, public health, and our reputation. The accumulation of waste may result in pollution that harms local ecosystems, wildlife, and marine life.



### Social Risks

We place strong emphasis on fair labor practices and safe working conditions. Any failure in these areas can lead to employee dissatisfaction, increased turnover, and potential legal exposure, all of which may compromise service quality and brand perception. Building and maintaining positive relationships with local communities is equally essential. Poor engagement at the community level can lead to reputational damage, disruptions, and social unrest. We are also committed to fostering diversity and inclusion in our workforce. Neglecting this commitment can reduce employee morale, engagement, and overall productivity factors that directly affect the guest experience.



### Corporate Governance Risks

Ensuring full compliance with local and international regulations remains a top priority. Non-compliance, whether related to labor laws, environmental regulations, or broader hospitality standards, can result in penalties and significant reputational harm. We are equally committed to maintaining high ethical standards across all areas of operation. Risks such as fraud, corruption, or unethical conduct can erode trust among our stakeholders. Finally, we treat data privacy and cybersecurity with the utmost importance. Any breach or mishandling of personal information could have serious financial and legal consequences, while also damaging guest and employee trust.

The Company has put in place a structured process for the prevention, monitoring, and mitigation of risks, designed to ensure that both operational and strategic exposures are effectively managed. A strong commitment to continuous improvement underpins this approach, with systematic monitoring of regulatory, market, and sustainability developments to ensure the timely integration of emerging best practices. Policies and the overall governance framework are subject to periodic review and refinement, enabling the organization to remain aligned with evolving standards, enhance resilience, and foster responsible business conduct.



## WHISTLEBLOWING & ETHICAL CONDUCT MONITORING

Ella Resorts maintains a confidential and secure whistleblowing mechanism that allows employees and stakeholders to report any suspected misconduct or unethical behaviour. All reports are handled independently, with full protection from retaliation and anonymity. The whistleblowing process is governed by our Whistleblowing Policy (2022) and overseen by the Compliance Officer.

IN 2024 WE RECEIVED **0** WHISTLEBLOWING REPORTS

## TAX TRANSPARENCY

In 2024, Ella Resorts contributed approximately 12,350,000 million in direct and indirect taxes to the government through various transactions with suppliers and customers. This report encompasses all tax categories, including:

- ◆ Profit (e.g., corporate income tax, withholding taxes)
- ◆ Properties (e.g., real estate taxes, stamp duties)
- ◆ Employment (e.g., social security contributions, employee income tax)
- ◆ Transactions (e.g., customs duties, VAT, excise taxes)
- ◆ Environment (e.g., energy, food, and green taxes)

Each year, following the fiscal close, Ella Resorts conducts a survey to assess taxes incurred and collected on behalf of the government. The figures below, while unaudited, reflect these contributions across all hotels:

HOTEL UNIT	TAXES	SOCIAL SECURITY	TOTAL
TEN SA (Elissa & Helea)	€5,042,283,51	€2,987,464,58	€8,029,748
Capo di Corfu SA	€1,103,313,89	€997,520,17	€2,100,834
Prohotel SA (Mon Repos Palace)	€494,267,95	€479,763,05	€974,031
Pelekas Monastery SA	€490,511,33	€754,615,09	€1,245,126



## GOVERNANCE EVOLUTION

Governance at Ella Resorts is an evolving process. Our policies and procedures are subject to annual review to ensure alignment with emerging regulations, stakeholder expectations and global best practices. In 2024, key governance enhancements included the rollout of the SOPs, improved internal auditing mechanisms, and stronger integration of ESG accountability across the Group.



# ABOUT THE REPORT

This Report is the second Ella Resorts' ESG Report, covering the period from 1/1/2024 to 31/12/2024, and includes information for the year 2023 for comparability purposes. Through this document, the Group aims to provide comprehensive information to stakeholders by presenting quantitative and qualitative data and information regarding its performance in the areas of Environment – Society – Governance (ESG). The Report highlights the Group's actions and impacts in all three areas. The scope of the Report pertains to the activities and the active Resorts of the Group.

Ella Resorts' ESG Report 2024 was drawn up based on the Universal GRI Standards (2021) guidelines for the preparation of Sustainability Reports. Specifically, the Reporting Principles for Sustainability Reports were applied following both the principles of defining the content and the principles of determining the quality of the Report set out in the guidelines.

For the year 2023, the scope of the Report includes the hotels Elissa, Helea, La Grotta Verde, Mon Repos, Capo Di Corfu and Pelekas. For the year 2024, La Grotta Verde was under renovation and was therefore excluded from the scope, while all remaining resorts of the Group are included.

Additionally, the guidelines of the Sustainability Accounting Standards Board (SASB) sector standard, as well as the 17 United Nations Sustainable Development Goals (SDGs) have been taken into account.

The identification, analysis and prioritization of the most important issues (Materiality Analysis) were performed in accordance with international standards, such as the Global Reporting Initiative. These issues were evaluated in 2024 by Senior Management and are detailed in the section "Sustainability at Ella Resorts".

The data presented in this report has not been independently verified by a third party. However, recognizing the value of external verification, the Group has decided to proceed with an external audit for the next edition of the report.

Ella Resorts' ESG Team is responsible for collecting and recording all necessary data and information regarding Ella Resorts' performance in the pillars of Sustainable Development. The members of the ESG Team come from all the involved departments.

The data and information published in the Report have been collected on the basis of monitoring procedures applied at Ella Resorts, as well as from the databases maintained in the context of the implementation of the Group's management systems. Where data obtained after processing or based on assumptions are listed, the way or method of calculation shall be indicated; according to the guidelines of the GRI Standards.

The Group considers the opinion of stakeholders to be particularly important for the improvement of the Report's content. For this purpose, you can send your comments and/or any questions to the following contact details:

**Panos Trigas**

Quality Assurance & Compliance Director

Tel: +30 210 684 2801

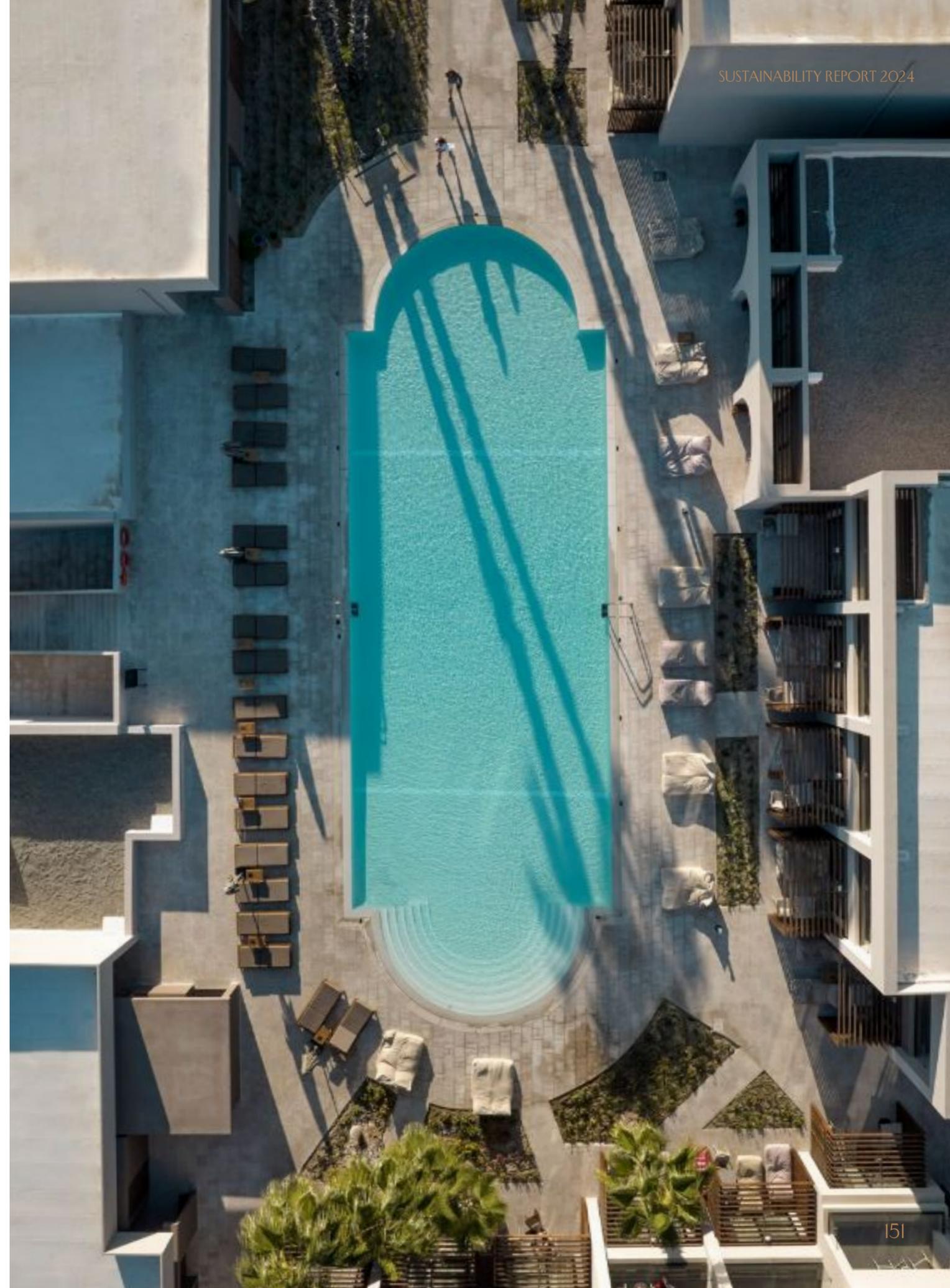
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8.

# APPENDICES



# GRI CONTENT INDEX

GRI 1: Foundation statement of use	The information provided in this report reflect the activities of Ella Resorts as of December 31, 2024, presenting the financial, environmental, and social performance of the Company. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No applicable GRI Sector Standard

GRI2: General Disclosures 2021		
GRI Standards	Disclosure	Reference
1. The organization and its reporting practices		
2-1	Organizational details	«ELLA HOTELS AND RESORTS SINGLE MEMBER SOCIETE ANONYME» pp. 149, 8-11
2-2	Entities included in the organization's sustainability reporting	pp. 9, 16-25
2-3	Reporting period, frequency and contact point	p. 149
2-4	Restatements of information	There were no restatements of information in this Report
2-5	External assurance	p. 149
2. Activities and workers		
2-6	Activities, value chain and other business relationships	pp. 16-25, 42-45
2-7	Employees	pp. 92-113
2-8	Workers who are not employees	The Company does not employ workers who are not employees
3. Governance		
2-9	Governance structure and composition	pp. 136-137
2-10	Nomination and selection of the highest governance body	As a non-listed company, this information is not publicly disclosed
2-11	Chair of the highest governance body	pp. 136-137



2-12	Role of the highest governance body in overseeing the management of impacts	p. 137
2-13	Delegation of responsibility for managing impacts	As a non-listed company, this information is not publicly disclosed
2-14	Role of the highest governance body in sustainability reporting	pp. 51, 137
2-15	Conflicts of interest	pp. 136-139
2-16	Communication of critical concerns	p. 137
2-17	Collective knowledge of the highest governance body	p. 137
2-18	Evaluation of the performance of the highest governance body	As a non-listed company, this information is not publicly disclosed
2-19	Remuneration policies	As a non-listed company, this information is not publicly disclosed
2-20	Process to determine remuneration	As a non-listed company, this information is not publicly disclosed
2-21	Annual total compensation ratio	As a non-listed company, this information is not publicly disclosed
4. Strategy, policies and practices		
2-22	Statement on sustainable development strategy	pp. 4
2-23	Policy commitments	p. 139
2-24	Embedding policy commitments	pp. 40, 73, 106, 109-113, 117, 125, 139-142
2-25	Processes to remediate negative impacts	pp. 113, 139-140
2-26	Mechanisms for seeking advice and raising concerns	p. 141
2-27	Compliance with laws and regulations	pp. 116, 136-137
2-28	Membership associations	pp. 108, 109
5. Stakeholder engagement		
2-29	Approach to stakeholder engagement	pp. 46-50
2-30	Collective bargaining agreements	p. 93

GRI 3: Material Topics 2021		
GRI Standards	Disclosure	Reference
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 51
	3-2 List of material topics	p. 53
<b>Climate change / GHG Emissions</b>		
<b>Material issue for: Shareholders, Suppliers, Local Communities, Media, Government/ Authorities and Regulatory Bodies</b>		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 68-89
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 78
	305-2 Energy indirect (Scope 2) GHG emissions	p. 78
	305-4 GHG emissions intensity	p. 78
<b>Energy management</b>		
<b>Material issue for: Shareholders, Suppliers, Local Communities, Media, Government/ Authorities and Regulatory Bodies</b>		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 68-89
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 77
	302-3 Energy intensity	p. 77
<b>Water management</b>		
<b>Material issue for: Shareholders, Suppliers, Local Communities, Media, Government/ Authorities and Regulatory Bodies</b>		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 68-89
GRI 303: Water and Effluents 2018	303-5 Water consumption	p. 81
<b>Waste management</b>		
<b>Material issue for: Shareholders, Suppliers, Local Communities, Media, Government/ Authorities and Regulatory Bodies</b>		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 68-89

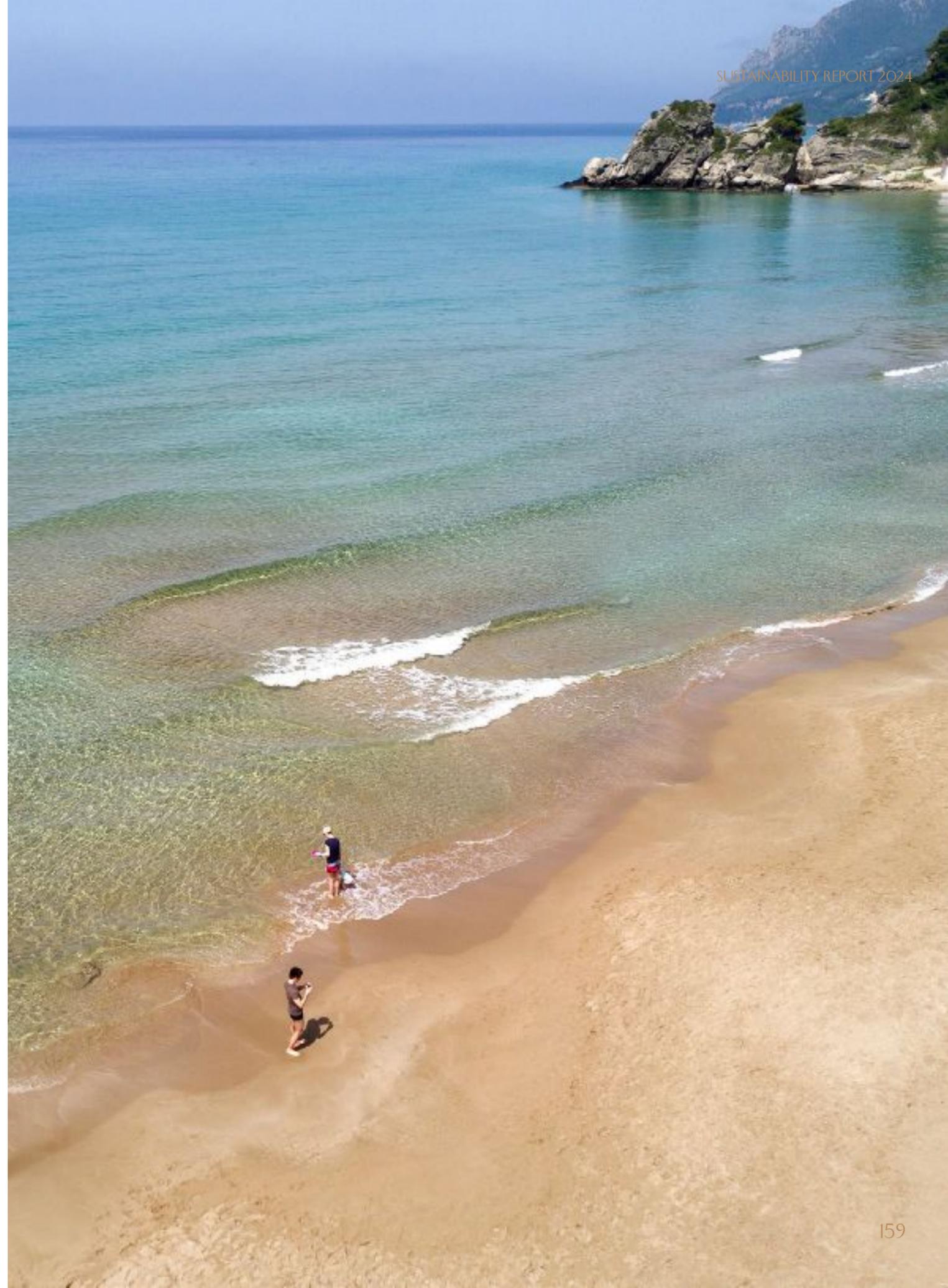
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	pp. 82-84
	306-3 Waste generated	pp. 82, 85
	306-4 Waste diverted from disposal	p. 86
	306-5 Waste directed to disposal	p. 86
<b>Biodiversity &amp; destination stewardship</b>		
<b>Material issue for: Shareholders, Suppliers, Local Communities, Media, Government/ Authorities and Regulatory Bodies</b>		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53
Company's Indicator	Biodiversity targets	pp. 63 - 65
<b>Employee health and safety and wellbeing</b>		
<b>Material issue for: Employees</b>		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 116-125
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p. 116
	403-2 Hazard identification, risk assessment, and incident investigation	pp. 118-120
	403-5 Worker training on occupational health and safety	p. 121
	403-9 Work-related injuries	p. 122
<b>Employee training and development</b>		
<b>Material issue for: Shareholders, Employees, Business partners, Academic and Educational Institutions</b>		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 92-113

GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 106
	404-2 Programs for upgrading employee skills and transition assistance programs	pp. 105-107, 139
	404-3 Percentage of employees receiving regular performance and career development reviews	pp. 102, 139
<b>Employee retention and attraction of talents</b>		
Material issue for: Shareholders, Employees, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 92-113
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	pp. 98-99
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	pp. 102-103
<b>Equal Opportunities, Diversity, Equity and inclusion</b>		
Material issue for: Shareholders, Employees, Guests, Suppliers, Travel Agencies (B2B), Local Communities, Financial institutions, Media, Government/ Authorities and Regulatory Bodies, Business partners, Academic and Educational Institutions		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 92-113
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	pp. 93-95
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p. 113
<b>Customer experience and quality of the service</b>		
Material issue for: Shareholders, Guests, Suppliers, Travel Agencies (B2B), Local Communities, Media, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 6-34, 51-53
Company's Indicator	Number of ISO certifications	pp. 27, 68, 70-71,

<b>Guest safety, satisfaction and experience</b>		
Material issue for: Shareholders, Guests, Suppliers, Travel Agencies (B2B), Local Communities, Media, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 6-34, 51-53
Company's Indicator	Guests' satisfaction rate	pp. 44-45
<b>Supporting local communities</b>		
Material issue for: Local Communities, Media		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 128-133
Company's Indicator	Number of organizations and charities supported in 2023	p. 128
<b>Responsible supply chain management</b>		
Material issue for: Shareholders, Suppliers, Travel Agencies (B2B)		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 29-31, 51-53
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p. 31
Company's Indicator	Percentage of Company's key suppliers invited to complete the self-assessment	p. 29
<b>Ethical business and transparency</b>		
Material issue for: Shareholders, Employees, Guests, Suppliers, Travel Agencies (B2B), Local Communities, Financial institutions, Media, Government/ Authorities and Regulatory Bodies, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 136-149
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p. 65



<b>Data protection and cyber security</b>		
Material issue for: Shareholders, Employees, Guests, Suppliers, Travel Agencies (B2B), Local Communities, Financial institutions, Media, Government/ Authorities and Regulatory Bodies, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 136-149
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 142
<b>Disaster preparedness and response</b>		
Material issue for: Shareholders, Employees, Guests, Suppliers, Travel Agencies (B2B), Local Communities, Financial institutions, Media, Government/ Authorities and Regulatory Bodies, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 136-149
Company's Indicator	Business Continuity Management System (BCMS)	p. 140
<b>Anti-corruption &amp; anti-bribery</b>		
Material issue for: Shareholders, Employees, Guests, Suppliers, Travel Agencies (B2B), Local Communities, Financial institutions, Media, Government/ Authorities and Regulatory Bodies, Business partners		
GRI 3: Material Topics 2021	3-3 Management of material topic	pp. 51-53, 136-149
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	p. 142



# FEEDBACK FORM

## Which Ella Resorts' stakeholder group do you belong to?

- Shareholders
- Employees
- Guests
- Suppliers
- Travel Agencies (B2B)
- Local Communities
- Financial Institutions
- Media
- Government, Authorities and Regulatory Bodies
- Business Partner
- Academic and Educational Institutions
- Other

## Based on the information presented in the ESG Report 2024, how would you evaluate Ella Resorts' Sustainability responsibility?

- Excellent
- Good
- Average
- Needs improvement

## How easy was it to find information on topics of interest to you in the Report?

- Very easy
- Quite easy
- Relatively easy
- Not easy at all

## With respect to the information presented in the Report, how closely do you agree with the following statements?

(1) Completely disagree, (2) Disagree, (3) Neither agree/Nor disagree, (4) Agree, (5) Completely agree

	1	2	3	4	5
1. The principles and topics you consider necessary for the Company's sustainable development are sufficiently covered					
2. There is a good balance and clarity among the different Report sections					
3. The structure has a nice flow, and the Report is easy to read					
4. The graphical representation of the information is clear					
5. The visual aspect is satisfactory, and the infographics included positively enrich the Report					

Please highlight any topics that have not been reported and should be included in the next Report:

.....

.....

Please describe your key concerns and/or issues that you have identified during your collaboration with Ella Resorts.

.....

.....

Please send the completed evaluation form (by post or digital).

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