MARINE
TOURS
YOUR TRAVEL MANAGEMENT PARTNER

ESG REPORT 2024

SUSTAINABILITY
DRIVING
OUR JOURNEY
OF EVOLUTION
FORWARD

MESSAGE FROM OUR CEO

Dear Stakeholders,

2024 has been a year of exceptional acceleration. Geopolitical uncertainty, rapid technological change, and shifting expectations have strongly reshaped the way organizations operate and make decisions. In this context, sustainability has moved decisively from aspiration to responsibility.

For Marine Tours, sustainability is not a separate agenda. It is a framework that informs how we manage business travel, how we engage with partners, and how we create value for our clients. As a company operating at the heart of the travel ecosystem, we recognize both the impact of our activity and the influence we have across the value chain.

With more than 45 years of experience as a business travel management organization, we understand that progress is measured not only by performance, but by consistency. Responsible practices, transparency, and long-term thinking are essential to maintaining trust and resilience in a rapidly evolving landscape. This understanding continues to shape our decisions and priorities.

Throughout 2024, we strengthened the integration of Environmental, Social, and Governance (ESG) principles across our operations. Our focus has remained on practical action, improving efficiency, supporting responsible travel management solutions, investing in our people, and reinforcing strong governance. These efforts are not driven by compliance alone, but by our commitment to operate responsibly and sustainably over the long term.

Sustainability is also a shared responsibility. Meaningful progress depends on collaboration across teams, clients, partners, and the wider communities we serve. As a trusted partner to organizations navigating complex travel needs, we see our role as enabling informed choices and contributing to positive outcomes, both for our clients and for the broader environment in which we operate.

This report outlines the progress we have made and the areas where we continue to focus our efforts. It reflects our belief that responsible growth requires discipline, accountability, and continuous improvement.

While challenges remain, our direction is clear. Looking ahead, we remain committed to staying on course, strengthening our practices, responding to change with agility, and building long-term value through responsible business travel.

Together, we are shaping the future of sustainable business travel.

Sincerely,

Konstantinos Oikonomou
Chief Executive Officer, Marine Tours

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01

ABOUT MARINE TOURS

Who We Are

At a Glance

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WHO WE ARE

OVERVIEW

Marine Tours
is a multidimensional
Travel Organization,
managing every aspect of
business travel.

A pioneer in Southeastern Europe with over 45 years of expertise, the company stands by its clients not only as a consultant but

as a strategic partner, in every step of their journey.

Combining local care, global reach, and specialized methodology, Marine Tours aligns with each organization's objectives, delivering unique travel experiences that support their business goals.

AT A GLANCE

OVERVIEW

45+
years of expertise
At the forefront of Travel Management in Greece, since 1980

145+
specialized executives
Always by your side with personalized, 24/7 care

3.600+
locations
Covering 100+ markets worldwide

CORPORATE TRAVEL

20+
industries
With in depth knowledge & specialization

190+
companies portfolio
Facilitating them in fulfilling their mission

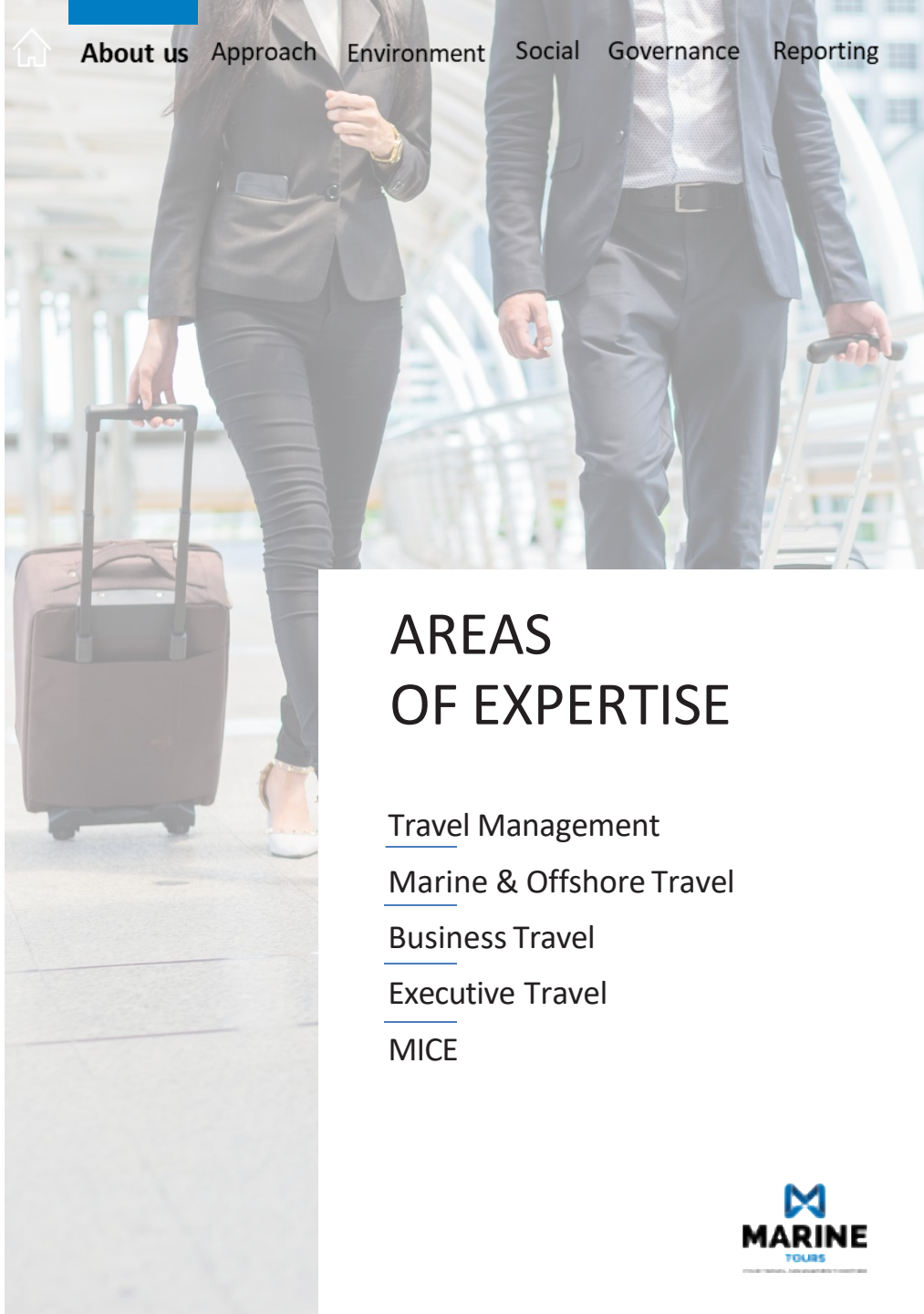
21.000+
corporate travelers
Standing next to each and every travel need

MARINE & OFFSHORE TRAVEL

190+
shipping companies
Among the strongest TMCs in Greece and globally

97.000+
shipping travelers
per year

2.600+
ships/vessels
Supporting every travel need in every corner of the world



AREAS OF EXPERTISE

- Travel Management
- Marine & Offshore Travel
- Business Travel
- Executive Travel
- MICE

OUR STORY

Marine Tours was founded in 1980 in Piraeus. Excelling in the service of major shipping companies, the company acquired built deep expertise in business travel management and grew rapidly over the years, gradually expanding its scope to include Corporate Business Travel, incentive travel, and conference & event management.

OUR MILESTONES

A journey through 45+ years of history

1980: Establishment of Marine Tours.

1989-1995: Expansion to Attiki, Thessaloniki, Patras & Crete.

2005: Establishment of our subsidiary, MTS City Breaks.

2006: Becoming a member of Radius, “The Global Travel Company”.

2013: Organizing the 1st annual Maritime Conference, an industry landmark ever since.

2014: Acquisition of BCD Travel Hellas SA.

2015: First time as #1 producer of airline tickets in Greece (€235+ million).

2017: Receiving the “Brand with History” award.

2018: Winning the prestigious “Diamond of the Greek Economy” award.

2022: Release of our first ESG report marking a significant step in our commitment to sustainability.

2022-2024: Our strategic partnership with the global travel management company, BCD ERM.

2024: Marine Tours receives the “Great Place to Work” Certification for 2024–2025.

OUR DRIVING PRINCIPLES

Our purpose, promise, and values define the way we work, every day and at every level. Principles that answer fundamental questions: why we exist, how we create positive impact for our clients and society, and the mindset that guides our actions.

OUR PURPOSE

To become our clients' Strategic Partner that will strengthen and support their organization in fulfilling their mission.

OUR PROMISE

To transform our clients' business goals to unique Travel Experiences.

OUR VALUES

PEOPLE: We work and partner with the best to provide our clients with best-in-class traveler experience.

COMMITMENT: We are loyal partners that embrace our clients' strategic objectives. Through our commitment and empathy, we understand the needs of each organization and the challenges it faces.

RESPONSIVENESS: In our field, response times are crucial for travel experience and the level of services provided. We support every need of our clients 24/7/365 wherever they are.

EFFECTIVENESS: A key principle for Marine Tours and the common denominator in anything we do, our effectiveness is ensured through investment in cutting-edge technologies and the outstanding quality of our services.

OUR SERVICES

Marine Tours' travel management expertise is reflected in a highly refined, end-to-end service framework that covers every aspect of business travel, ensuring maximum efficiency, responsiveness, and effectiveness. Through continuous investment in the development and evolution of its services, Marine Tours remains ahead of both current demands and emerging travel needs.

MARINE & OFFSHORE TRAVEL

Next to the shipping companies and the seafarers

Global Crew Travel Management

Dedicated Team of Travel Consultants

End to End Travel Solutions

Airline Corporate Reward Schemes Management

Advanced Travel Reporting (MIS)

Visa Service

24/7 Emergency Support

BUSINESS TRAVEL

Maximizing the value of Business Travel Programs

Travel Management Services

Duty of Care

Airline Corporate Reward Schemes Management

Advanced Travel Reporting (MIS)

Executive Travel Services

Dedicated Team of Travel Consultants

24/7 Emergency Support

EXECUTIVE TRAVEL

Executive care as a mindset

Dedicated Travel Designers 24/7

24/7 Emergency Support Line

End to End VIP Travel Solutions

Meet & Greet Airport Services

Full GDPR Compliance

Customized Executive Care:
Limo & VIP Transfer Services, Private Jets & Helicopter Chartering,Private Yachts Rental, Premium Resorts & Private Villas Bookings, Security Services, Special Requests Management

MICE

Travel experience meets knowledge & enjoyment

Incentive Program Planning

Meetings & Events Organization

360º Conferences Management

Virtual & Hybrid Programs Implementation

Corporate Travel Vouchers Management

TRAVEL MANAGEMENT PIONEERS

Marine Tours has been the pioneer of Travel Management in the Greek market, setting the standards and leading the way since 1980.

We deliver advanced travel management expertise and services to leading corporations, shipping companies, and organizations in Greece and internationally. To meet the evolving travel challenges of today and tomorrow, we continuously strengthen our services, travel technology, and know-how.

Our Holistic Travel Management Approach utilizes sophisticated methodology and tools to ensure results across 4 pillars:

SERVICE & COST OPTIMIZATION

A suite of advanced tools and procedures to deliver significant travel budget savings while helping organizations achieve their strategic goals.

TRAVELER EXPERIENCE

Delivering top-notch, personalized service and an excellent travel experience that ensures business travelers arrive anywhere in the world productive and ready for action.

TRAVEL POLICY

A framework for efficient travel decisions that ensures compliance, control of costs, and the best possible care and experience for traveling employees and crews.

DUTY OF CARE

Readiness to respond 24/7/365 to ensure traveler welfare, by delivering the most immediate and effec-tive support, whatever comes down the road.

CERTIFICATIONS & DISTINCTIONS

At Marine Tours, we are committed to providing superior travel experiences by continually optimizing our operating model and service delivery.

Our awards speak to our operational excellence. Our commitment to operational excellence is reflected in the awards we have received. With over 60 distinctions in recent years, Marine Tours stands among the most awarded travel organizations in Greece and internationally.

Our certifications and accreditations underscore our commitment to the highest operational standards and to delivering services that create meaningful value for our clients.

PCI DSS LEVEL 1 SERVICE PROVIDER PAYMENT CARD INDUSTRY DATA SECURITY STANDARDS

TÜV AUSTRIA EN ISO 9001:2015 No.: 010140006/00

IATA Accredited Agent

Great Place To Work. Certified MAY 2024-MAY 2025 GREECE

MARINE TOURS

TRAVELER DUTY OF CARE AND CLIENT SATISFACTION

Ensuring the safety and well-being of our clients' travelers is central to our culture. With a human-centric approach and 24/7 support, we combine advanced tools and procedures with tailored services, because genuine care and personalized management make all the difference.

Duty of Care is an inherently sustainable approach that delivers value to stakeholders in multiple ways, as it:

- minimizes disruption in the operation of the businesses we serve
- enables the unhindered fulfilment of their goals through business travel
- delivers the best results at an optimized cost
- safeguards the welfare of traveling employees and ship crews
- drives employee satisfaction through a matchless traveler experience

OUR PLAN TO KEEP OUR CLIENTS' TRAVELERS SAFE, IS DIVIDED IN THREE STEPS:

WE PLAN AHEAD

Prevention and proper traveler preparation are essential. We support travelers in every aspect of their journey, from documentation and medical guidance to travel insurance.

WE HANDLE CRISES

In the event of a crisis, we promptly inform our clients of affected travel-ers' locations and coordinate the necessary actions to ensure their safety, while mini-mizing cost and disruption.

WE'VE GOT PLAN B

Every day, we receive global updates on potential travel disruptions (e.g., airport closures, strikes), respond immediately with alternatives, and stay in close contact with our clients to ensure the best solution for their travelers.

We manage disruptions quickly & effectively

CLIENT SATISFACTION DRIVES OUR GROWTH

Our goal is to maximize client satisfaction by delivering high-quality travel experiences and service level. We carefully assess the unique needs of each client and design tailored travel programs based on customized profiles, ensuring secure, comfortable, and sustainable journeys.

Moreover, our team of dedicated Account Managers provide proactive, real-time support. We offer flexible travel options aligned with our clients' sustainability policies and booking preferences (e.g. traveler type, route, and transport mode). With 24/7/365 support, we ensure exceptional service standards and prompt, effective response.

Client Satisfaction Surveys

To make sure we have a good grasp of our clients' perception about our services, we frequently conduct client satisfaction surveys. Our latest client satisfaction survey conducted in 2024, allowed us to gain valuable insights on how we perform in terms of client satisfaction and also provided crucial input for our strategy.

Around 100 clients (unique questionnaire submissions, not number of companies) participated, and the results were very positive, since 8 out of 10 stated that they would recommend Marine Tours to a friend or colleague.

However, we don't settle with a good performance. As our commitment to excellence is unwavering, we always strive to improve ourselves and our services. Client satisfaction surveys serve as a valuable guide in this process.

VALUE CREATION AND SOCIAL PRODUCT

Committed to maximizing value creation across the chain.

Through our operation, we generate and distribute substantial direct and indirect value, both financial and non-financial, to all stakeholders on an annual basis.

We always aim to maximize value for our clients by managing their travel needs efficiently and effectively. We facilitate their business objectives through sustainable business travel, while also supporting the wellbeing of their traveling employees.

Our choice of suppliers and partners plays a critical role in shaping impact across the value chain, including key operational areas such as ticket production, where Marine Tours holds a leading market position. In 2024, total production, including all tickets and services, amounted to €98,459,747.79.

Financially measurable value creation takes the form of employees' wages and benefits, operating costs, payments to providers of capital and to government (taxes paid), as well as payments to social insurance bodies and community investments.

During 2024, Marine Tours recorded a total turnover of €17.463.030,77, while its "social product" amounted to €16.108.443.
Our ''social product" and economic value generated for the last three years are presented in the table below:

Economic value generated and distributed (€)	2022	2023	2024
Direct economic value generated			
Total Revenue	12.917.316,87	16.277.104,98	17.463.030,77
Economic value distributed			
Operating costs	6.919.089,35	8.253.867,75	10.147.730,46
Employee wages and benefits	2.392.824,83	3.228.505,04	3.603.235,06
Payments to providers of capital	1.205.892,07	1.235.633,16	1.461.740,74
Payments to government	643.319,95	1.039.075,90	895.736,75
Community investments*	0,00	0,00	0,00
Our "social product"	**11.161.126**	**13.757.082**	**16.108.443**

* Community investments (donations and sponsorships) appear as 0 due to accounting recording reasons.

02

OUR APPROACH TO SUSTAINABLE DEVELOPMENT

Marine Tours Strategy

Engaging with our Stakeholders

Industry Engagement

Materiality Assessment

Our Contribution to the Sustainable Development Goals

MARINE TOURS STRATEGY

Adopting and implementing a sustainable mindset

As challenges and disruptions continue to intensify, we believe businesses must go beyond keeping their sustainability promises, by scaling up action and accelerating their impact.

At Marine Tours, sustainability is not merely a trend—it has long been embedded in our values, well before it became a regulatory expectation. We understand that our business strategy and governance decisions shape the world around us. For this reason, we consistently strive to reduce negative impacts while strengthening our positive contributions to the environment and the protection of human rights.

This commitment is reflected in our focus on improving Environmental, Social, and Financial performance and accountability, while ensuring our governance is aligned with the highest standards of responsibility, integrity, and ethics. The urgency of this moment is clear. Now more than ever, we believe it is essential to set and uphold higher standards with unwavering determination. This means accelerating our readiness for evolving legal and voluntary requirements, while continuing to transform our business model and strategy.

Furthermore, Marine Tours is committed to working closely with business partners and clients to advance responsible business practices through meaningful collaboration and collective action.

We remain focused on engaging stakeholders and embedding their perspectives into the transformation of the business travel industry, driving value creation and sustainable growth over time.

In this endeavor we align our strategy with key international standards and frameworks, such as the Global Reporting Initiative (GRI), United Nations Global Compact (UNGC) and the Sustainable Development Goals (SDGs) and form our strategy and approach according to sustainability initiatives and international best practices on all 3 pillars of ESG, utilizing every available tool and guideline that can serve as our compass towards a sustainable future for all.

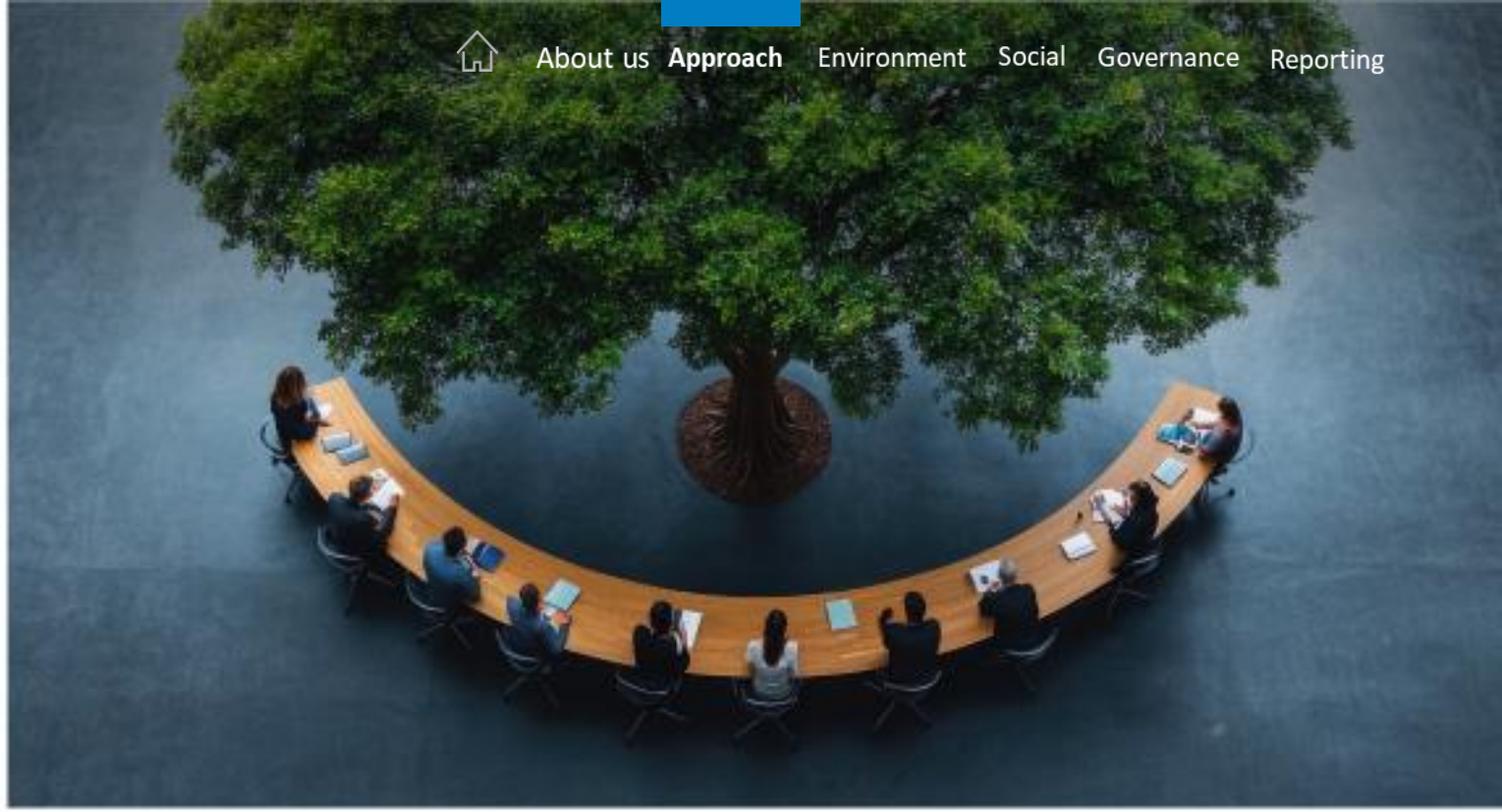
MARINE TOURS
YOUR TRAVEL MANAGEMENT PARTNER

A SHARPER FOCUS ON SUSTAINABILITY

Sustainability is not a final destination.
It's a continuous journey that calls for ongoing improvement, innovation, and the agility to adapt to changing conditions.

Guided by this perspective, we have shaped our mission and vision to further strengthen our commitment to sustainable development.

Integrating sustainability into our business scope ensures it is embedded at the heart of our operations. This strategic direction positions us to address current needs while proactively building a more sustainable future.



OUR MISSION
for Sustainable Development

Your trusted partner in sustainable travel.

To serve as a strategic partner, providing expert support to businesses and organizations so they can navigate challenges and seize opportunities more effectively throughout their sustainable development journey.

OUR VISION
for Sustainable Development

Lead the sustainable way by example.

To continuously strengthen our sustainability efforts, while mobilizing all our stakeholders to align and act with us, becoming a global role model in our industry.

Climate change at the forefront of sustainability revolution

The world is at a pivotal moment as climate change accelerates, making urgent action more critical than ever. While global progress often lags, scientists and international organizations are clear: decarbonization must go far beyond our office walls and extend across every part of the value chain we operate in.

At Marine Tours, we are fully committed
to leveraging our strong position in the Greek and regional market, together with the extensive reach of our business networks, to proactively address and remediate the negative impacts we create on the environment and society across our entire value chain. We understand this is not a short-term task, but a long-distance effort that requires consistency and
long-term commitment.

Time is of the essence.
As the climate crisis accelerates, we are stepping up our pace and acting with urgency, while staying focused on the lasting, transformative changes that must follow. We are already fully engaged and will continue to drive progress on the “home front” by further improving the sustainability and transparency of our operations, strengthening accountability, enabling positive change, and contributing to a sustainable future for today and for generations to come.

A SHARPER FOCUS ON SUSTAINABILITY

Our 360° Sustainability Spectrum

We recognize

the critical importance of the environmental dimension in sustainability. At the same time, we acknowledge that true sustainability extends beyond the environment to include social, economic, and governance factors.

We remain committed

to a holistic, inclusive view of sustainability across the full ESG spectrum. We integrate environmental stewardship with social impact, responsible governance, talent development, workplace culture, and supply chain practices, embedding these priorities into how we operate.

We explore opportunities

to expand our sustainability efforts into areas such as traveler welfare, crisis management, and the overall traveler experience. By turning our values into action, we strengthen positive impact and continuously refine our approach to meet evolving industry and societal needs.

OUR SUSTAINABLE PATHWAY

We continuously improve our performance within our operations, keeping sustainability at the core of what we do. At the same time, we engage and support our partners and clients to help advance their sustainability goals. Together, we work toward shared progress and a more sustainable future.

Destination: Sustainable Travel

We envision a world where every journey is more sustainable and leaves a positive, lasting impact. To get there, we follow a clear roadmap with measurable goals and actions that strengthen our contribution to sustainability.

Expanding our mission

To deliver on this vision, we continuously broaden our mission, guiding our clients to make informed travel decisions that embed sustainability. We help them prioritize sustainability at every mile, supporting a more responsible and resilient travel industry.

Our evolving commitment

This is an ongoing journey that requires constant improvement and adaptability. We keep refining our mindset, expertise, and tools to accelerate progress and create lasting positive change.

Embracing synergies

Sustainability can’t be achieved in isolation. Real impact depends on alignment and collaboration across the travel supply and value chain. By working with partners and clients, we help build a more resilient and sustainable future for the industry.

OUR FRAMEWORK

The 5 key elements of our sustainable strategy

Staying true to our values and heritage while embracing evolution, we strengthen our mindset through **5 sustainable elements** that will drive our success.

Our organization

We pursuit operational excellence by staying true to our ethical principles and constantly optimizing our processes.

Our social impact

We view prosperity holistically, standing by the local and wider society and at the same time working to impact less and protect more the environment.

Our people

We prioritize the development and wellbeing of our people, in a fair and inclusive workplace.

Our suppliers & partners

We work with our suppliers, business partners, allies and network peers to ensure a responsible, sustainable value chain.

Our clients

We empower our clients with the expertise, tools, and services they need to:

- Make more sustainable travel decisions
- Accelerate their ESG journey
- Enjoy a safe, sustainable travel experience

ENGAGING WITH OUR STAKEHOLDERS

Our sustainability journey begins with our stakeholders

We recognize that our operations have direct and indirect impacts on stakeholders. Our goal is to build constructive cooperation through open dialogue and ongoing engagement, creating shared value.

Our stakeholders include internal groups (employees and management) and external partners (clients, suppliers, business partners, financial institutions, and others). By strengthening these relationships and addressing their priorities, we foster trust, mutual respect, and long-term positive impact for both our stakeholders and the wider community.

Our mission is to build and protect trust across all our relationships through transparent, meaningful communication with stakeholders across multiple channels.

We also invite stakeholders to participate in surveys on sustainable development topics relevant to our operations and to share feedback on our sustainability reports. Their input helps us understand priorities, strengthen alignment, and continuously improve, ensuring our actions remain responsible and create lasting value for all.

- EMPLOYEES
- CLIENTS
- SUPPLIES
- FINANCIAL INSTTUTIONS
- BOARD OF DIRECTORS

MARINE TOURS

The key stakeholder groups and their associated sustainability topics of interest are outlined below, along with the engagement methods used to support effective communication.

STAKEHOLDERS	TOPICS OF INTEREST	HOW WE ENGAGE
Employees	▶ Working in a healthy and safe environment ▶ Providing opportunities for training and career development ▶ Safeguarding employees' equal opportunities and human rights ▶ Ensuring competitive salary	▶ Continuous communication with the Human Resources Department to address everyday challenges. ▶ Organizational structure built around small teams, with Team Leaders supporting employee development and open communication. ▶ Open door policy ▶ Group and personal meetings
Board of Directors	▶ Ensuring sustainable value creation under an ethical business conduct ▶ Investing in R&D for innovative and sustainable operations	▶ BoD Meetings based on schedule and on an ad-hoc basis depending on the needs that arise
Clients	▶ Ensuring client safety and access to high-quality operations, according to the agreed specifications and timelines ▶ Safeguarding constructive cooperation with the company ▶ Safeguarding business ethics	▶ Direct communication with our clients through client service, direct-to-client channels and social media
Suppliers and business partners	▶ Safeguarding constructive cooperation with the company	▶ Direct communication with our key suppliers to confirm that all requirements are covered ▶ Personal meetings to ensure alignment and company requirements
Banks and Financial Institutions	▶ Safeguarding the sustainable development of the company ▶ Implementation of strict corporate governance standards, principles and ESG criteria in the company's activity	▶ General meetings ▶ Annual updates through announcements, presentations and the media ▶ Personal contacts with company's executives ▶ Annual Reports

INDUSTRY ENGAGEMENT

Marine Tours actively participates and builds strong relationships with industry trade associations that represent the interests of its clients and other stakeholders in the travel sector. As part of this commitment, Marine Tours is a proud member of the following associations and unions:

Greek Tourism Confederation (SETE)

Hellenic Association of Tourist and Travel Agencies

Greek Union of Air Travel Agencies

Beyond this, Marine Tours partners with initiatives and organizations that strengthen awareness and capabilities in the shipping sector.

As a proud member and sponsor, we support excellence in the shipping sector and youth employability.

As a sponsor, we provide financial support and actively engage in initiatives that connect the maritime community with youth and share industry knowledge and insights.

MATERIALITY ASSESSMENT

The steps followed are
in line with the GRI methodology
and are presented below:

As part of our commitment for continuous improvement, starting for the first time in 2022 we conducted a materiality assessment, in accordance with the GRI Standards 2021, aiming to identify and assess the most important sustainability topics related to our operations and activities.

Throughout this process, we managed to identify and assess the impacts that derive from our business activity which in turn are affecting or are likely to affect the environment, society, the economy, and human rights.

Stakeholder engagement remains a critical element for us, thus we invited a number of stakeholders to participate for yet another year in the impact materiality assessment process, to receive and incorporate efficiently their input. Through this assessment, the key stakeholders participated, took into account both the scale and scope of each impact, while for the negative impacts they considered the irremediable character of the impact. On the other hand, regarding the potential impacts, they evaluated the likelihood of occurrence for each different impact.

Given that the company's business activities and the external operating environment remain unchanged, Marine Tours decided not to conduct a new materiality assessment in 2025 for the previous fiscal year. The existing materiality process and results are deemed to accurately represent the current situation and stakeholders' needs.

STEP 1 Review of the company's operating context

Initially a review of the company's operating context took place, including the company's significant business relations as well as the company's key stakeholder groups in order to obtain a solid understanding of its business activities and organizational structure.

STEP 2 Identification of the actual and potential impacts

The actual and potential (positive and negative) impacts on the economy, society, the environment and human rights, related to the company's activity, as well as its business relationships, were identified. Then, a survey was conducted with the participation of the company's stakeholders, enabling the understanding of their concerns and consultation on the company's impacts.

STEP 3 Assessment of the significance of impacts

The significance of the identified actual and potential (positive and negative) impacts on the economy, society, the environment and human rights was assessed, by also including the perspectives of the company's stakeholders.

STEP 4 Prioritization of the most significant impacts

A materiality threshold was applied to enable prioritization and determination of the most material impacts on economy, society, the environment and human rights. Subsequently, the results were reviewed and approved by the company's management.

During this assessment we took under consideration the sustainability topics that are associated and more relevant to our industry, broader trends in the domain of sustainable development, as well as the United Nations Sustainable Development Goals (SDGs). No changes to the list of material topics compared to the previous reporting period have occurred.

The most material positive and negative impacts from the company's operation are presented below

- Environment
- Society
- Economy & Governance

MATERIAL ISSUE	MAIN IMPACTS	KIND OF IMPACT
Clients' engagement and satisfaction	High client satisfaction levels	+
Traveler duty of care	Care for a safe and enjoyable travel experience	+
Value creation and social product	Direct and indirect financial value creation for our stakeholders	+
Energy consumption and air emissions	Energy consumption and greenhouse gas emissions	-
Crisis management and business continuity	Measures to ensure business continuity, aiming at the smooth operation of the company	+
Environmental protection	Waste generation	-
Corporate governance, business ethics, compliance and integrity	Possible incidents of limited implementation of ethical operating policies by our suppliers and/or business partners	-
	Enhanced transparency and ethical operation with strict adherence to national and international legislation	+
Information security and privacy protection	Maintain strong security procedures and systems that comply with a ll applicable privacy and data protection laws and maintain a secure transactional environment	+
Health, safety and well-being	Potential accidents and work-related illnesses	-
	Promoting the health and well-being of workers and travelers	+
Innovation and digital transformation	Integration of digital technologies and innovative practices that contribute to sustainable development and digital transformation	+
Training and development	Provision of training and development opportunities to employees	+
Equal opportunities, diversity, inclusion and human rights	Potential incidents of non-compliance with the company's diversity advocacy policies and practices	-
	Support of equal opportunities, diversity, inclusion and human rights	+
Promotion of responsible travel	Promotion of low-carbon flights and other environmentally friendly services	+

OUR CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

To tackle the world's most urgent sustainability challenges and build a more sustainable future, a comprehensive and unified approach is essential. The United Nations Sustainable Development Goals (SDGs) serve as a guiding framework, with governments playing a central role in setting priorities and driving implementation. However, achieving these goals also depends on active collaboration with businesses and civil society.

With only a few years remaining to achieve the Sustainable Development Goals, Marine Tours is dedicated to intensifying its efforts to mitigate negative impacts and generate positive contributions to the environment, society, and human rights. In this context, we actively monitor and transparently report our progress toward the Sustainable Development Goals, upholding the highest standards of integrity. Below are the Sustainable Development Goals to which we make the most significant contributions through our strategy and actions.

SUSTAINABLE DEVELOPMENT GOALS THAT WE CONTRIBUTE	OUR CONTRIBUTION DURING 2024	CONNECTED SDG TARGET
3 GOOD HEALTH AND WELL-BEING	We support our employees' good health and wellbeing in many ways, by taking every necessary measure to protect our employees' health and safety at the workplace, providing a private health insurance policy for them and their family members at a discounted rate, as well as by selecting healthy and nutritious meals in corporate meetings and training days.	Target 3.8
5 GENDER EQUALITY	We respect diversity and are committed to providing equal opportunities regardless of any diversity characteristic, including gender. Our workforce consists of 66% women, while 50% of our top management are females, contributing actively towards the target 5.1. We have developed and put in practice a Policy against violence and harassment at the workplace, eliminate all forms of violence and sexual harassment against women .	Target 5.1 Target 5.2

8 DECENT WORK AND ECONOMIC GROWTH	We protect labour rights and promote safe and secure working environments for all, contributing this way towards target 8.8. Furthermore, we support sustainable tourism and responsible travel initiatives, contributing this way towards target 8.9.	Target 8.8 Target 8.9
10 REDUCED INEQUALITIES	We do not tolerate discrimination based on any characteristic of diversity and uphold the internationally recognized human rights while also have developed and put in practice a Policy against violence and harassment at the workplace. This way we contribute towards the target 10.2.	Target 10.2
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Through our actions to reduce waste generated at our premises and activities by preventing, reducing and recycling waste such as paper, plastic, batteries, electrical and electronic equipment, we contribute to target 12.5. We also contribute to target 12.6 by disclosing our sustainability performance through this report.	Target 12.5 Target 12.6
13 CLIMATE ACTION	We enable and highly encourage our clients to select flights with lower carbon footprints by providing them the greenhouse gas emissions quantitative data associated with different flight options.	Target 13.1
15 LIFE ON LAND	We apply reuse, reduce and recycling practices, aiming at reducing the waste that is directed towards landfills.	Target 12.5
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	We contribute to target 16.5 through our commitment to responsible business conduct and abolition of any form of discrimination.	Target 16.5
17 PARTNERSHIPS FOR THE GOALS	We respond to various calls for support where our social contribution is needed. We participate in associations to promote sustainable development and boost mobilization towards this direction. On annual basis we join forces with civil society and various social causes to increase our positive impact and value creation.	Target 17.G

ESG CATERGORY	TOPICS	TARGETS FOR 2025
Environment (E)	Energy consumption and climate change	To further improve the context of determining our aggregated carbon footprint by calculating Scope 1 & 2 greenhouse gas emissions, as well as including certain categories of our indirect Scope 3 emissions from the value chain
	Waste management and circular economy	To intensify our reduce-reuse-recycle efforts in our activities regarding waste management and circular economy, by further increasing paper recycling rate, introducing new recycling bins, raising awareness on recycling practices, and responsibly disposing electronic devices and toners
	Responsible Travel	To intensify exploitation of opportunities and solutions that promote and offer sustainable travel options to clients
Society (S)	Health and Safety	Maintain zero accidents and work-related ill health cases, promote a mental health–supportive workplace, implement Longevity-focused initiatives and trainings to support long-term employee health, enhance facilities and wellbeing conditions, and further explore wellness and sports-based initiatives that foster a healthy and engaged workforce.
	Training and development	To promote a culture of continuous learning and development, by offering a comprehensive training framework covering core productivity, digital capabilities, and future-ready skills. This includes technical and technological upskilling and AI trainings, alongside managerial development programs that strengthen communication, leadership, and team collaboration.
	Equal opportunities and career advancement	Strengthen our performance and development cycle by providing performance reviews for all employees (100%) and holding semi-annual feedback sessions to support continuous improvement, while advancing gender diversity by increasing women's representation in managerial roles.
Governance (G)	ESG Strategy	To further improve our systematic approach on ESG and sustainable development by constantly refining our ESG Strategy
	Transparency, disclosure and business ethics	To issue our 4th ESG & Sustainability Report in accordance with the GRI Standards and increase the number of metrics and KPIs that we measure and report
	ESG internal organization and improvement	To establish an ESG & Sustainability Working Group responsible to manage relevant issues and drive improvement of the company's performance
		To further increase our capacity in the ESG and sustainability domain by organizing or providing the opportunity to selected company executives and officers to attend dedicated trainings and seminars
	ESG internal organization and improvement	To strengthen internal governance, operational efficiency, and organizational alignment through: - Establishing a formal IT Governance Framework (including RACI structures, performance KPIs, and accountability mechanisms). - Implementing structured Digital Performance Dashboards (BI-driven) to support data-based decision-making at management level. - Introducing cross-departmental workflow optimization initiatives to reduce process bottlenecks and improve interdepartmental collaboration. - Formalizing Vendor Management & SLA Monitoring frameworks to ensure measurable service quality and performance transparency. - Strengthening internal data governance policies (data classification, access controls, retention policies). - Conducting periodic cybersecurity resilience testing (penetration testing, tabletop BCP simulations).

03

FROM VISION TO ACTION FOR THE ENVIRONMENT

Our Approach Towards Environmental Protection

Energy Consumption and CO_2 Emissions

Responsible & Sustainable Travel

Waste Management

OUR APPROACH TOWARDS ENVIRONMENTAL PROTECTION

Travel is a powerful driver of social and economic progress, but it also comes with a clear responsibility to address environmental impacts.

Although our footprint as a service provider is relatively limited compared to transport-focused peers, we are not exempt from responsibility. We remain committed to continuously reducing our footprint and strengthening our environmental performance through focused actions.

We also recognize that progress requires collective effort. By collaborating and leveraging our influence across the value chain, we encourage clients and partners to accelerate their environmental initiatives and advance sustainability and achieve greater sustainability.

The pillars of our environmental protection efforts

Environment

The following sections present our initiatives to reduce energy use and CO_2 emissions and manage waste impacts. We also continue to strengthen our efforts to promote sustainable travel choices and inspire clients and business partners to reduce their carbon footprints.

Our approach of caring for the environment is twofold:

Leading by action.
Amplifying impact.

ENERGY CONSUMPTION AND CO_2 EMISSIONS

Striving for continuous improvement, we aim to lead by example in minimizing our energy consumption and CO_2 emissions, supporting sustainable travel.

Climate change is one of the most significant challenges of our time, with its cascading impacts felt across economies, societies, and ecosystems. At Marine Tours, we are not passive observers but active participants in the global effort to mitigate this crisis. We embrace our responsibility to act and are committed to driving meaningful change through sustainable practices.

While our operations have a relatively modest energy and carbon footprint, we acknowledge that every action matters.

Minimizing our energy footprint

To reduce our energy footprint, we have developed and implemented a comprehensive internal policy centered on energy efficiency and responsible consumption. This policy is supported by clear and actionable operational guidelines, ensuring our staff are equipped to integrate sustainability into their daily activities.

At our premises, we implement the following measures:

- Lights and temperature control systems are operated as needed, with regular monitoring to prevent unnecessary energy consumption.
- In alignment with guidance from our safety engineers, we set temperatures at optimal levels based on seasonal requirements.
- Proactive steps are taken to minimize energy losses, such as improving insulation and managing fresh air circulation.
- Personal computers and other electronic devices are switched off at the end of each workday to avoid idle energy consumption.

ENERGY CONSUMPTION

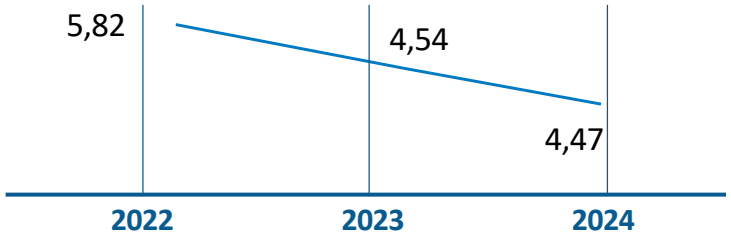
Within our premises, electricity is utilized efficiently to meet our energy needs, with no fossil fuel combustion occurring in equipment (e.g., boilers) or company vehicles. The table below outlines our annual electricity consumption:

Energy Consumption (KWh)	2022	2023	2024
	75.134*	73.942	78.014

* Misstatement of electricity value and associated CO2 emissions in 2022. Revised values are presented.

Additionally, the table below illustrates our energy intensity, calculated based on the electricity consumed per euro earned

Energy Intensity (kWh/ thousands of euro)	2022	2023	2024
	5,82*	4,54	4,47



CO_2 EMISSIONS

At Marine Tours, we rely solely on electricity as our energy source, without utilizing fossil fuels such as diesel or natural gas. As a result, our emissions primarily stem from electricity consumption, as outlined in the table below:

GHG EMISSIONS (TN CO2 EQ.)	2022	2023	2024
Scope 1	0,00	0,00	0,00
Scope 2 **	40,06*	36,88 *	35,26
Total	40,06	36,88	35,26

** Conversion factors: Residual electricity mix emission factors (market-based method) based on DAPEEP and AIB data for 2022, 2023,2024.

The intensity of GHG emissions (CO_2), calculated based on the electricity consumed per euro earned, is displayed in the table below:

CO_2 emissions intensity (gr CO_2 /euro)	2022	2023	2024
	3,10	2,27	2,02

In 2024, Scope 2 emissions intensity decreased to 2.02 gCO_2e per euro of revenue (2023: 2.27 gCO_2e/€), marking an approximate 11% year-on-year improvement.

Despite the increase in total electricity consumption in 2024, Scope 2 (market-based) emissions decreased compared to 2023. This reduction is attributable to the lower emission factor of the Residual Mix at European level. The comparison is methodo-logically consistent, as emission factors expressed in CO_2e were applied for both reporting years, in alignment with the GHG Protocol Scope 2 Guidance.

RESPONSIBLE AND SUSTAINABLE TRAVEL

Promoting low carbon flights and embracing sustainable travel options

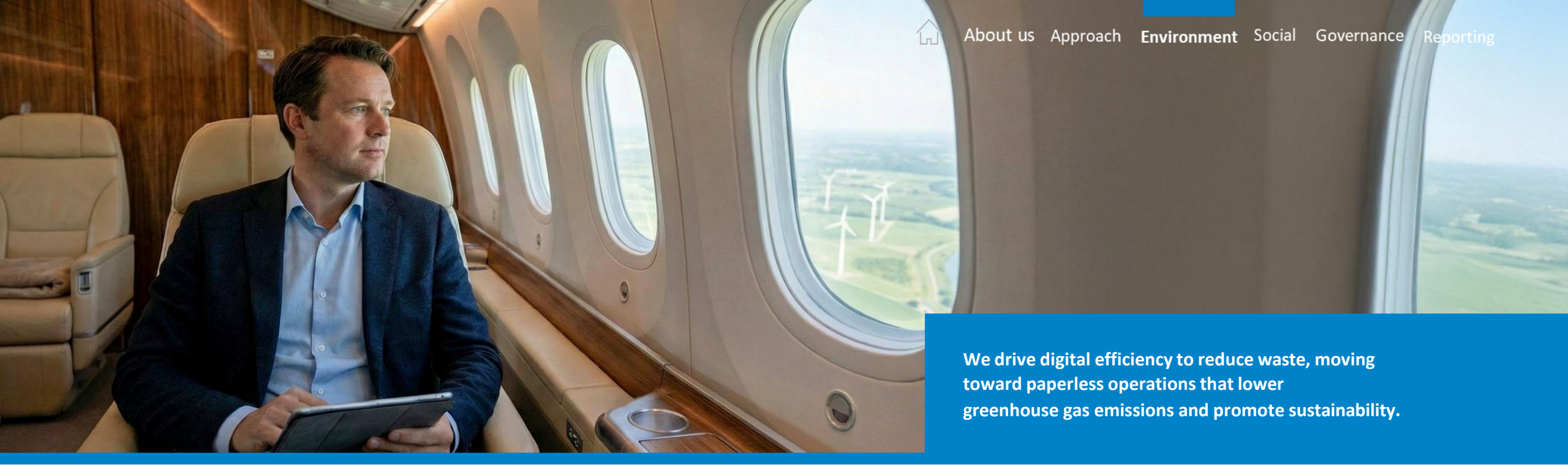
We continuously work to extend responsible business practices beyond our own operations, empowering our clients and business partners to choose sustainable travel-related services.

Responsible business travel can be approached in various sustainable ways.

Our approach promotes travel that reduces negative social, economic, and environmental impacts, while increasing positive contributions and value creation for stakeholders. In We also believe that responsible travel should go beyond environmental, social, and economic benefits to also deliver a more enjoyable and fulfilling traveler experience.

To safeguard this balance, we apply a long-term, integrated strategy that we continuously improve.

We leverage our position in the value chain, our negotiating power and our influence with partners and suppliers, to help ensure the travel services we provide achieve the lowest possible carbon footprint, while remaining cost-optimized for our clients.



We drive digital efficiency to reduce waste, moving toward paperless operations that lower greenhouse gas emissions and promote sustainability.

In this way, we are well-positioned to offer our clients, alongside “conventional” travel options, an ever-expanding range of sustainable travel services, such as flights, trains, and accommodations, that feature reduced GHG emissions, protect the environment, ensure an exceptional traveler experience, while remaining cost-competitive.

Empowering our clients is central to our approach. By continuously enhancing the quality and detail of our CO_2 emissions reporting, we provide deeper insights into their travel footprint, enabling informed, eco-conscious decisions. This reflects our ongoing commitment to transparency, collaboration, and measurable progress.

Recognizing that most value-chain GHG emissions occur outside our direct operations, we expect our partners and suppliers to increasingly align with our strategy. By delivering cost-efficient, sustainable travel services with the lowest possible climate impact, they help us strengthen our offering, optimize costs, and deepen collaboration to advance responsible travel through streamlined synergies.

Our commitment extends beyond business goals; we create urgency and opportunity to address the climate emergency.

WASTE MANAGEMENT

We are dedicated to further reducing our environmental footprint by intensifying our waste reduction initiatives and strengthening recycling practices within our premises.

Although Marine Tours operates as a service provider and generates minimal waste, we recognize the importance of systematically contributing to waste reduction. Through our own initiatives and by encouraging our business partners to act responsibly, we are committed to making a positive impact. To this end, we have developed and implemented an internal waste recycling policy, complemented by providing staff with clear instructions on recommended recycling practices within our premises.

As part of these efforts, we have installed recycling bins to collect used batteries, paper, plastic, toners, and aluminum cans. These materials are recycled either through the Hellenic Recovery Recycling Corporation (HERRCO) Waste Recycling System or via licensed waste management companies with whom we collaborate for items like batteries and toners.

Additionally, we actively encourage our staff to utilize the recycling bins for home-related items, such as used batteries, further promoting responsible practices.

To further minimize our environmental footprint, we have adopted a paperless philosophy, reducing printing to an absolute minimum.

WASTE STREAM	NON-HAZARDOUS	MANAGEMENT PRACTICE
General mixed waste (plastic, aluminum, glass, paper) (lt)	17,6	Recycling (45%)
Paper (kg)	493	Recycling (100%)

* Waste quantities are calculated based on 1lt of waste/employee/day, for 250 working days per year.

04

FROM VISION TO ACTION FOR OUR PEOPLE AND THE SOCIETY

Our Approach for the Empowerment of Society

Our People

Employees Training and Development

Occupational Health and Safety

Equal Opportunities, Inclusion and Human Rights

Social Contribution

OUR APPROACH FOR THE EMPOWERMENT OF SOCIETY

Prioritizing our societal impact – from our people to the communities and economies where we operate – is central to our Sustainability Philosophy.

We believe sustainability is more than environmental responsibility. It also means enabling growth, opportunity, and resilience at every level.
By investing in our employees' development and well-being, and contributing to the prosperity of the communities we serve, we aim to generate a ripple effect of positive change for individuals, local economies, and society at large.

This holistic approach ensures our sustainability efforts are both impactful and inclusive, supporting long-term, shared success for all.

Recognizing the complexity of society, we are committed to creating meaningful impact across the widest possible spectrum. From our people, one of our greatest strengths and most valuable assets, to the local communities and economies where we operate, we aim to deliver positive, lasting and lasting impact at every level.

We pursue excellence through innovative, forward-looking approaches to empower those we serve. By delivering tangible value for all stakeholders, we seek to generate a ripple effect that strengthens responsible, sustainable progress and supports growth, well-being, and resilience for individuals, communities, and future generations.

OUR PEOPLE

Our people are our most valuable asset, powering our growth and consistently strengthening our standards of service.

Their everyday efforts, unwavering dedication, and passion, combined with their exceptional talent and expertise, are foundational to the momentum of our growth and success.

As we deliver outstanding travel experiences for our clients, we are equally committed to providing a fulfilling and rewarding workplace for our employees. Our journey is shared, and it is driven by purpose. We strive to ensure our people feel motivated, inspired, and empowered to create. We support their growth, professionally and personally, while building a culture of collaboration and continuous improvement. Investing in their well-being and success fuels our collective progress.

88

TOTAL EMPLOYEES

100%

OF OUR PEOPLE COVERED BY COLLECTIVE BARGAINING AGREEMENTS

The driving force behind our business success is Our People.

We take pride in providing a high-quality, safe workplace,
an environment where belonging and inclusion are strengthened.

To keep evolving, move forward with purpose, and strive for excellence.

In this context, we ensure a working environment that is:

Absolutely safe, placing everyone's occupational **health and safety first.**

Fully supportive, where inclusion and **mutual respect** are highly valued.

With **equal development opportunities** for all.

With **significant investments** for the training of our people.

A CULTURE OF TRUST AND INCLUSION

In 2024, we have been certified as a **Great Place to Work®** by Great Place to Work Hellas, validating our “Social” pillar through employee-centered excellence.

Great Place To Work® Certified MAY 2024-MAY 2025 GREECE

OUR COMMITMENT TO A POSITIVE WORKPLACE

This recognition reflects our ongoing effort to fostering a workplace culture grounded in trust, collaboration and respect, based on confidential employee feedback on their workplace experience. The certification process involved two steps: surveying employees and completing a short questionnaire about their workplace.

Aligned with the Social pillar of our ESG approach, we remain focused on providing a fair and inclusive working environment, where our people feel supported in their development and empowered to contribute to our collective progress.

By investing in our people and strengthening a culture of belonging and continuous improvement, we continue to build a workplace that supports individual growth and contributes to the long-term sustainability of our organization.

EMPLOYMENT DATA

During 2024, Marine Tours provided employment to 88 people with different background and expertise, 55 out of which were women (62,5%).

The clear majority of our people have an indefinite full-time contract, while all our employees are covered by the applicable sectoral collective bargaining agreement (travel agencies).

The figures presented reflect the company's workforce status at 31/12/24.

HUMAN RESOURCES BREAKDOWN BASED ON CONTRACT, EMPLOYMENT TYPEAND GENDER (2024)	MEN	WOMEN	TOTAL
TOTAL STAFF	**33**	**55**	**88**
Indefinite contract	33	54	87
Fixted-term contract	0	1	1
Non-guaranteed hours contract	-	-	-
Full time	33	53	86
Part time	0	2	2

HUMAN RESOURCES BREAKDOWN BASED ON TIME OF EMPLOYMENT AND GENDER (2024)	ATHENS	THESSALONIKI
TOTAL STAFF	**83**	**5**
Indefinite contract	82	5
Fixted-term contract	1	-
Non-guaranteed hours contract	-	-
Full time	81	5
Part time	2	-

Moreover, during 2024, Marine Tours offered two students the opportunity to conduct their internship at the company and to obtain valuable, real-life experience in the sector.

HUMAN RESOURCES BREAKDOWN BASED ON CONTRACT, EMPLOYMENT TYPEAND GENDER (2024)	MEN	WOMEN	TOTAL
TOTAL WORKERS WHO ARE NOT EMPLOYEES			**0**
Internship	0	0	0
Other type of contractual agreemen	0	0	0

REMUNERATION AND ADDITIONAL BENEFITS

Leading by example, at Marine Tours we are committed to supporting a healthy work–life balance, recognizing the direct and long-term benefits for our people's well-being but also to the overall success of our organization.

As part of our commitment to being a top employer of choice, we place strong emphasis on competitive remuneration and benefits. Our compensation packages are competitive, combining annual fixed pay for all employees with performance-based variable pay, tailored to individual roles and circumstances. To ensure fairness and alignment with company performance and market trends, we conduct periodic salary reviews based on the company's performance and current market data.

In addition, the parameters of our variable compensation system are reviewed and updated annually to reflect evolving priorities and strategic objectives. This ensures our compensation practices remain aligned with employee needs and the company's long-term goals.

ADDITIONAL BENEFITS

Additional benefits that the company offers to all employees include the following:

- Private health and medical insurance which extends also to the family members of our employees at a discounted rate
- Flexible hybrid working model supporting remote work
- Wellness days program supporting physical and mental well-being
- Participation to athletic activities
- Annual travel gift draw, including flights, accommodation, and restaurant vouchers and more
- Mobile according to job role
- Laptop and accessories for working from home
- Car according to job role

EMPLOYEES' TRAINING AND DEVELOPMENT

We believe the standard of our services can rise only as high as the capabilities of our people. For this reason, we continuously aim to attract top talent from the market, professionals who share our values and can help advance our vision.

At the same time, we are committed to continuous improvement by investing consistently in training, development, and upskilling. This enables our team members to grow, reach their full potential, and drive innovation and excellence across the organization-ensuring our people remain at the heart of our success and that the quality of our services continues to evolve and strengthen.

OUR APPROACH

At Marine Tours, we maintain a clear and constant focus on attracting, integrating, and developing people with ambitious professional and personal goals, who are dedicated to aligning their career success with the broader success of our company. We believe that our people's growth is essential to the organization's growth, and we actively cultivate a culture of shared achievement.

To further support our team's development and strengthen the quality of our services, we offer comprehensive training and development opportunities that empower our employees. These initiatives are designed to help both our people and the company thrive, enabling mutual success.

Within this pursuit, we consistently adopt and enhance effective development tools and strategies, adjusting to evolving challenges and dynamic changes in our business environment. By remaining agile and proactive, we ensure our people stay equipped to excel and that we continue to deliver outstanding value to all stakeholders.

100%

OF OUR EMPLOYEES RECEIVED PERFORMANCE REVIEW & FEEDBACK DURING 2024

In 2024, we further strengthened our learning culture by structuring employee development **around three training pillars:**

INCLUSIVE LEADERSHIP, LANGUAGE & CULTURE

Programs designed to foster a respectful, equitable, and inclusive workplace. Through targeted training, employees and leaders strengthened inclusive communication, collaboration, and leadership, supporting a culture where diversity is valued and everyone feels a sense of belonging.

HEALTH & SAFETY

Certified First Aid training equipped 76 employees with essential life-saving skills, strengthening readiness and confidence in emergency response and reinforcing our commitment to the well-being of our people and visitors.

MENTAL HEALTH & WELLBEING

Through dedicated cyber sessions, we addressed psychological safety and emotional resilience. These sessions promoted open dialogue, awareness, and practical tools to support mental health, contributing to a healthier, more engaged workforce.

Together, these three pillars ensure a holistic approach to employee development, supporting physical safety, inclusive culture, and mental well-being as key enablers of long-term organizational success.

PERFORMANCE MANAGEMENT & FEEDBACK SESSIONS PROCESS

As the business travel sector evolves, we prioritized our employees' professional development by strengthening the digital capabilities needed to respond to emerging demands. In line with our sustainability objectives, we expanded training in areas such as cybersecurity, effective communication, financial requirements management, industry-specific technical skills, and core office productivity tools.

This development focus is supported by our structured performance management approach. At Marine Tours, we continuously evaluate and refine our actions, investing in continuous growth through annual evaluations for all employees and management via our in-house Performance Management and Feedback Sessions process, delivered in two cycles per year. These sessions strengthen ongoing communication and enable fair, transparent assessment through meaningful two-way dialogue, based on clear criteria covering both performance and workplace behavior.

More than an evaluation, the process supports development and lifelong learning. Constructive feedback helps employees build on strengths, address improvement areas, and align progress with personal and organizational goals through input shared verbally and in writing.

In 2024, all our employees participated in the performance management and feedback sessions process.

OCCUPATIONAL HEALTH AND SAFETY

Protecting our employees' health and safety remains one of our highest priorities.

OUR APPROACH

To strengthen our health and safety culture and manage occupational risk, we continuously apply a prevention-first approach aimed at avoiding incidents and accidents.
To ensure a safe and secure workplace for all team members, our focus is on:

- **Aiming to zero**
- **Offering a safe working environment to our employees and visitors**
- **Complying with all applicable laws and regulations**

HAZARD IDENTIFICATION, RISK ASSESSMENT, AND INCIDENT INVESTIGATION

Building on the findings of the Occupational Risk Assessment Study previously carried out by Marine Tours, we continue to identify and address potential health and safety risks affecting both our employees and any third parties on our premises. These risks may arise from our facilities and/or the working methods applied.

The study also provides practical guidance on the selection and safe use of work equipment and personal protective equipment, as well as the measures and actions required to meet the standards set out in applicable occupational health and safety laws and regulations.

Health and Safety matters, as described at p. 44-46, are managed through the procedures currently in place, which apply to all employees (100%).

0 HIGH-CONSEQUENCE ACCIDENTS DURING 2024

0 RECORDED CASES OF WORK-RELATED ILL HEALTH DURING 2024

IN MORE DETAIL, THE OCCUPATIONAL RISK ASSESSMENT STUDY:

Identifies the sources of potential risks arising during work.

Evaluates the risks that employees are exposed to, aiming to pinpoint the most appropriate work equipment and materials, as well as the optimal configuration of the workplace and organization of workflow.

Assesses the appropriateness and effectiveness of the personal protective equipment and protection measures.

Prioritizes remediation actions that intend to further eliminate the risks' impact on employee health and safety.

In addition, the company follows all the basic principles of ergonomics in all its workplaces and provides health and safety instructions to its employees.

To effectively manage risks related to occupational health and safety, the company collaborates with a fully trained safety officer and an experienced occupational physician. Together, they ensure the proper implementation of relevant health and safety rules and regulations, while diligently overseeing compliance across all areas of our work environment. Additionally, they provide our staff with comprehensive and up-to-date information, ensuring that everyone is well-informed and equipped to maintain a safe and healthy workplace. This collaborative approach reinforces our commitment to safe-guarding the well-being of our employees and minimizing any potential risk.

In the event of any health and safety incident, a thorough investigation is conducted to assess the conditions and evaluate the relevant information. This process allows us to identify the root causes, take immediate corrective actions, and implement necessary improvements to prevent future occurrences. Our commitment to continuous improvement ensures taking the chance to enhance our health and safety protocols, fostering a safer and more secure work environment for all. Additionally, in the event that employees recognize a possible risk during their work, they can feel free to report it to their manager and refuse performing the specific task, without any consequence from the company.

We foster an open and supportive environment where **safety is a shared responsibility,** and our employees' well-being is paramount. This proactive approach ensures that potential risks are addressed swiftly, reinforcing our commitment to a safe and secure workplace for all.

TRAINING FOR HEALTH AND SAFETY

Marine Tours is dedicated to providing its employees with continuous training through specialized seminars, tailored guidance, and structured procedures. This ongoing education keeps our teams informed and prepared, strengthening a culture of safety and wellbeing across the organization.

By prioritizing regular, targeted training, we empower our employees to maintain the highest standards of health and safety, both for themselves and for those around them.

PROMOTING EMPLOYEES' HEALTH AND WELLNESS

To further promote employee health, Marine Tours offers a group health insurance plan for all staff, covering medical treatment, hospitalization, and diagnostic tests at no cost, and extending to family members at a preferential rate.

With support from our occupational physician and our health insurance plan, employees have access to expert guidance at any time, day or night, on seasonal illnesses, preventive measures, first aid, healthy nutrition, remote-work and overall well-being, promoting a proactive culture of care throughout the organization.

Dedicated seminars are organized on an annual basis, addressing key topics such as First Aid, Mental Health & Wellbeing, and Work–Life Balance.

SUPPORTING EMPLOYEES' WELLNESS

Marine Tours has designed and implemented the Wellness Days initiative to support its employees' welfare through practical activities and expert-led sessions. In 2024, these included:

Certified First Aid Training

Healthy Breakfast at Work

Cyber Talk on Mental Health & Wellbeing

HEALTH AND SAFETY PERFORMANCE

Our commitment to the health and safety for our people, results to no cases of high-consequence accidents occurred during 2024, as well as no cases of work-related ill health were recorded. Moreover, no health and safety incidents involving non-employees were reported.

2024			
HEALTH AND SAFETY METRICS	MEN	WOMEN	TOTAL
Number of fatalities as a result of work-related injury	0	0	0
Fatality rate	0	0	0
High-consequence injuries	0	0	0
High-consequence injuries rate	0	0	0
Number of recordable injuries	0	0	0
Rate of recordable injuries	0	0	0
Hours worked	59.928	99.880	159.808

*High-consequence injuries rate = (Total number of high-consequence work-related injuries/Total number of hours worked)x 200.000.
The index presents the number of accidents per 200.000 working hours.

**Rate of recordable injuries = (Total number of recordable work-related injuries/Total number of hours worked) x 200.000.
The index presents the number of accidents per 200.000 working hours.

During 2024, zero accidents or work-related ill health cases were recorded.

EQUAL OPPORTUNITIES, INCLUSION AND HUMAN RIGHTS

At Marine Tours, we promote equal opportunity and an inclusive culture. We believe diversity strengthens decision-making, improves collaboration, and supports balanced representation across genders.

By building an environment where everyone feels respected and supported, we enable our people to contribute their unique strengths. This approach reinforces innovation and creativity, while ensuring our workplace reflects the communities we serve.

62,5%

WOMEN OUT OF TOTAL EMPLOYEES

0

CASES OF DISCRIMINATION DURING 2024

OUR APPROACH

Inclusion is a core priority. We work to ensure that every employee, regardless of gender, race, ethnicity, sexual orientation, religion, or ability, has the opportunity to succeed based on competence, performance, and potential. A diverse and inclusive workplace enhances engagement, innovation, and overall organizational effectiveness.

Grounded in mutual respect, we maintain a firm stance against discrimination of any kind. Our practices align with internationally recognized human rights standards, and we promote fairness, dignity, and equal access to opportunities. Evaluation and career progression are based on transparent, performance-related criteria.

Annual performance evaluations are an important tool to support equal opportunities, continuous development, and lifelong learning. They help ensure fairness and accountability while enabling our people to grow, thrive, and reach their full potential.

To further protect our people, we have implemented a Policy against Violence and Harassment at work. We maintain zero tolerance and take all necessary measures to prevent and address any incident.

OUR PERFORMANCE

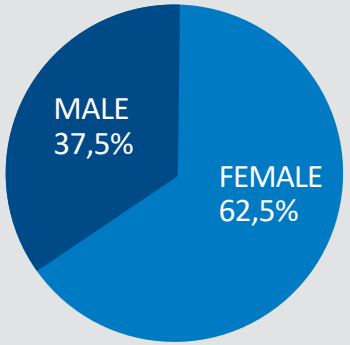
At Marine Tours, we continuously strengthen our commitment to diversity and equal opportunity for all, regardless of cultural, demographic, or personal characteristics. Through ongoing inclusive practices, we ensure that every individual is respected and consistently supported with equal opportunities to succeed and contribute.

This is reflected in the percentage of women in our total workforce, which was accounted for 62,5% in 2024.

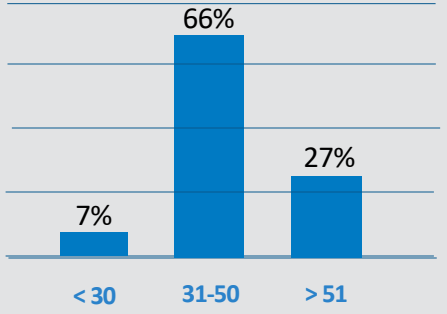
Employees' breakdown per gender and rank	2024		
	MEN	WOMEN	TOTAL
Directors	1 (25%)	3 (75%)	**4**
Managers	4 (66,6%)	2 (33,3%)	**6**
Employees	28 (36%)	50 (64%)	**78**
Total	33 (37,5%)	55 (62,5%)	**88**

Employees' breakdown per age group and rank (2024)	<30		31-50		>51		TOTAL
	NUMBER	%	NUMBER	%	NUMBER	%	
Directors	-	-	4	100%	0	0%	**4**
Managers	-	-	4	66,6%	2	33.3%	**6**
Employees	6	8%	50	64%	22	28%	**78**
Total	6	7%	58	66%	24	27%	**88**

Employees per genter (%)



Employees per age (%)



SOCIAL CONTRIBUTION

We aim to create value that goes beyond meeting our shareholders' financial expectations or maximizing financial returns. By continuously strengthening the socio-economic contribution of our activities, we ensure that our growth delivers tangible, positive impact for society as a whole.

This commitment is reflected in our sustained efforts to embed responsible and sustainable practices that promote the long-term well-being of all stakeholders, balancing economic performance with social responsibility.

Throughout 2024, we further strengthened and deepened our support for organizations addressing critical social needs. Our initiatives for children and social inclusion included, among others, partnership with:

WE LEAD, promoting women's leadership and inclusion in technology and innovation

Shedia, empowering people experiencing homelessness and social exclusion

Floga, supporting children with cancer and their families

Alma Zois, advancing breast cancer awareness and patient empowerment

Open Door - Porta Anoixti (Cerebral Palsy Greece), delivering daily care and rehabilitation services for children with cerebral palsy

MARINE TOURS
YOUR TRAVEL MANAGEMENT PARTNER

CHILDREN

Children are the future of our world, and no society can thrive or find true meaning without them. That's why we are committed to regularly partnering with carefully selected organizations and charities to implement social initiatives that prioritize the well-being and development of children, particularly those facing significant challenges. Through these efforts, we aim to make a positive and lasting impact on the lives of those who need it most.

Open Door - Porta Anoixti

"Cerebral Palsy Greece / Open Door" has a long-standing and respected presence in supporting people with cerebral palsy in Greece. In 2024, we supported Open Door's initiatives by sourcing employees' Christmas gifts from the organization. These handcrafted gifts created by program participants, directly supported the Center's activities, while promoting inclusion, empowerment, and sustainable social impact.

Floga

"Floga", the Parents Association of Children with Cancer, is dedicated to supporting children supports children battling cancer and their families, advocating for improved medical, psychological, and social care. As a sponsor of the "Greek Maritime Golf Event 2024", we proudly contributed to advancing FLOGA's mission and helping the organization continue its impactful work.

Together for Children

"Together for Children" has consistently supported vulnerable children and families across Greece, promoting equal opportunities, health, education, and disaster relief through its impactful programs. Through our active participation in the "Golf Events 18 Enterprise & Marine 2024" tournament, we proudly contributed to this essential cause, supporting the organization's mission to create a brighter and more equitable future for those in need.

SOCIAL INCLUSION

As societies move forward, some individuals and communities risk being left behind, falling short of the European Green Deal's vision for a "just transition." We believe real progress is only possible when we advance together. Strengthening social cohesion means supporting those with limited visibility and fewer opportunities. That's why we partner with organizations and charities that go beyond direct aid, empowering vulnerable people and groups and contributing to a more inclusive, equitable, and prosperous society for all.

Panhellenic Association of the Blind

We believe people with disabilities deserve genuine empowerment and full recognition as active contributors to society. Their abilities and potential should be valued, and we remain committed to fostering an inclusive environment where they are respected, supported, and given equal opportunities to thrive. This conviction is reflected in our continued support of the Association's annual Christmas Charity Fundraiser.

Panhellenic Association of Retired Officers of Greek Police

For another year, we participated in the Association's Christmas Charity Fundraiser, supporting its wide-ranging charitable activities.

Alma Zois

We supported Alma Zois (Panhellenic Association of Women with Breast Cancer) through our participation in the "Race for the Cure", helping advance breast cancer awareness and empower women affected by the disease.

OUR STRATEGY FOR TOMORROW

Our social empowerment strategy for the midterm future is built upon a foundation of **4 key priorities**

SUSTAIN AND EXPAND OUR CORE INITIATIVES

We continue to strenghten and broaden our core initiatives across key pillars, including Children and Social Inclusion, while exploring new opportunities to increase their impact and reach. Our aim is to keep these actions agile, effective, and aligned with emerging societal needs.

STRENGTHEN OUR READINESS FOR MAJOR CRISES

We remain vigilant and better prepared to respond to emergencies and major crises. In light of geopolitical developments and other events that may threaten human rights, we will further enhance our capacity to provide timely, mean-ingful support, whether in Greece or beyond, acting swiftly and effectively when needed.

DEEPEN EMPLOYEE ENGAGEMENT IN SOCIAL CAUSES

We keep fostering a culture of active partici-pation by our people, creating pathways for volunteering and social contribution. By empowering our teams to offer their time, skills, and care, we strengthen community impact and reinforce a shared sense of purpose.

MOBILIZE FOR ENVIRONMENTAL ACTION WHERE WE OPERATE

We increasingly mobilize our company and our people to support environmental protection, with a focus on the ecosystems in the areas where we operate. Through targeted initiatives, we aim to promote responsible stewardship and encourage sustainable local economic activity that supports both ecological and social resilience.

05

FROM VISION TO ACTION FOR RESPONSIBLE GOVERNANCE

Organizational Structure & Governance

Management of Core ESG & Sustainability Matters

Compliance & Business Ethics

Innovation & Digital Transformation

Crisis Management & Business Continuity

Information Security & Privacy Protection

ORGANIZATIONAL STRUCTURE AND GOVERNANCE

Marine Tours has established a comprehensive corporate governance framework designed to ensure its optimal operation.

At the apex of this structure is the Board of Directors (BoD), authorized to deliberate on and resolve matters of material importance to the company. The BoD is responsible for defining, approving, and periodically reviewing the company's policies, strategic priorities, and overall direction, ensuring continued alignment with business objectives and evolving requirements. In addition, the BoD exercises oversight by monitoring the company's activities and evaluating management performance.

The selection and appointment of the BoD members, including the Chairman, are determined by the majority shareholder and Chief Executive Officer, who assesses candidates on the basis of relevant experience, competencies, and expected value-add. The Chairman is a non-executive member, while the CEO also serves as the President of the BoD in an executive capacity. Due to the company's family-owned nature, this dual role facilitates a more stream-lined and efficient decision-making process.

Stakeholder feedback and potential critical concerns received through established communication channels are carefully reviewed and assessed and, where appropriate, communicated to management and the Chairman of the Board of Directors (BoD) to support timely action and informed decision-making.

Given the nature of our operations, no significant adverse impacts on stakeholders were identified in 2024; therefore, no critical concerns have been reported to date.

The composition of the Board of Directors, is presented in the table below:

BOARD OF DIRECTORS		
Full Name	**ROLE**	**GENDER**
Konstantinos Oikonomou	President and CEO	Male
Stamatia Oikonomou	Member	Female
Vasiliki Avdela	Member	Female

Board of Directors' diversity by age group is presented in the table below:

DIVERSITY OF BoD				
Composition by age group	**<30**	**31-50**	**>51**	**TOTAL**
	0	1 (33,3%)	2 (66,6%)	3

COLLECTIVE KNOWLEDGE AND OVERSIGHT OF SUSTAINABILITY FROM BOARD OF DIRECTORS

The Board of Directors (BoD) plays an integral role in shaping the company's sustainable development strategy, actively contributing to its direction and success.

Their ongoing engagement with sustainability issues, facilitated through internal educational and informational sessions, enhances their expertise and broadens their understanding of emerging challenges, reinforcing the company's long-term commitment to sustainable growth.

The BoD holds ultimate accountability for strategic oversight of sustainability performance. It evaluates the effectiveness of initiatives and drives continu-ous improvement in alignment with long-term sustainability objectives.

Conflicts of interest are carefully managed through established mechanisms designed to protect the company's financial health and foster its continued growth, while also ensuring fair and equitable employee compensation. A strong culture of transparency further mitigates risk; no conflicts of interest were identified in 2024.

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ASSESSMENT OF THE BOARD OF DIRECTORS & REMUNERATION

The knowledge and expertise of the Board of Directors in economic, environmental, and social matters are regularly evaluated during their meetings throughout the year.

This assessment reviews both the collective performance of the Board and the individual contributions of its members, ensuring alignment with the company's long-term strategy and the specific goals assigned to each member. Given the family-oriented structure of the business, this evaluation process involves in-depth discussions on the results achieved and clear communica-tion of the next steps for each goal that has been set.

REMUNERATION POLICIES

Executive compensation is determined through a structured grading framework, developed following a comprehensive review conducted by external consultants. In addition to the base compensation, eligible employees may receive additional benefits such as bonuses, linked to the company's annual performance and individual evaluations.

PROCESS TO DETERMINE REMUNERATION

The remuneration process is governed by the company's Salary Policy, applicable to all employees, and takes into account criteria such as grade level, performance outcomes, and individual evaluations. Final compensation decisions are subject to approval by the Board of Directors and the shareholders.

COMPLIANCE AND BUSINESS ETHICS

Over time, operating responsibly and ensuring full compliance with all applicable laws and regulations are longstanding cornerstones of our business activity.

Our priority is to consistently deliver the best experience for our clients while upholding the highest standards of ethics and integrity. We remain fully committed to strict adherence to all relevant laws, regulations, and internal policies in everything we do.

CODE OF CONDUCT

Integrity is embedded across the organization through clear ethical and legal expectations for both the organization and its people. All employees are familiarized the company's Code of Conduct, and every new hire receives the relevant guidance upon joining.

ANTI-COMPETITIVE BEHAVIOR

Marine Tours maintains a clear and consistent stance in support of fair competition while striving to fully meet the needs of its clients. The company does not tolerate unethical practices that could undermine trust or create unfair advantage. Actions such as theft of proprietary information or unauthorised access to trade secrets are strictly prohibited.

COMPLIANCE WITH LAWS AND REGULATIONS

In 2024, no significant instances of non-compliance with laws and regulations, corruption, or anti-competitive behavior were identified.

ANTI-CORRUPTION

The company strongly opposes and prohibits any forms of corruption, extortion, or bribery. Employees are required to comply with the Code of Conduct and act with integrity in all professional interactions, supported by clear rules and expectations.

MANAGEMENT OF CORE ESG & SUSTAINABILITY MATTERS

To strengthen the management of ESG and sustainable devel-opment issues, Marine Tours has established a dedicated cross-func-tional steering team/task force with representatives from key departments (Marketing, HR, Opera-tions, Finance & Accounting, and IT).

The team monitors and evaluates sustainability impacts, collects the data required for the annual ESG Report, and supports continuous performance improvement. Team members also act as internal ambassadors for ESG and sustainability, working to engage and empower their respective departments and colleagues in advancing these critical initiatives.

This task force of senior executives also develops and updates, as needed, the organization's purpose, values, mission, strategies, policies, and sustainability objec-tives, which are submitted to the CEO and the Board of Directors for review and approval. Reporting lines are maintained through the CEO to ensure the BoD remains informed and alignment with overall strategy is preserved.

The CEO and the Board of Directors are responsible for reviewing and approving the content of the annual sustainability report, including material topics identified through the materiality assessment, and oversee due diligence and related processes to identify and manage the organization's economic, environmental, and social impacts.

INNOVATION AND DIGITAL TRANSFORMATION

Since 2019, we have been advancing a comprehensive digital transformation, leveraging technology and innovation across our business. Our focus goes beyond adopting new tools and technologies: we are redesigning the way we operate to drive measurable improvements and create lasting value for our clients.

In a sector characterized by high transaction volumes, multi-supplier coordination, and time-critical logistics, Marine Tours leverages digital transformation as a strategic differentiator. By integrating data across booking platforms, maritime crew systems, financial operations, and customer management tools, we create a unified operational intelligence layer that enhances service reliability, cost efficiency, and risk management.

This approach enables scalable growth, improved client responsiveness, and stronger governance, reinforcing our competitive position within the global travel and maritime logistics industry.

We are building a digital-first future through continuous transformation.

As part of our digital transformation, we have completed the following:

Updating of our IT infrastructure with an emphasis on state-of-the-art systems with high energy efficiency at all levels, such as user devices (laptops, PCs), servers and routers, for better employee efficiency and increased productivity.

Printers' replacement and collaboration with an external partner for Managed print Services, with low energy costs, better print management, and cost reduction.

Adding more Cloud technologies for flexibility, security and reliability.

Increased resources of Virtual server transition technology (Virtual Machines) for fast scalability, better management and availability of resources, security and reliability with a significant cost reduction.

Sophisticated upgrades of telecommunication equipment and call center, as well as upgrades of telecommunications lines for better communication, exchange of information and cost reduction.

Upgrade of backup systems, internal to the organization, to cloud System providers for enhanced data security, improved management and business continuity.

Yearly UPS systems upgrades for better energy efficiency and better uptimes for the smooth operation of the organization.

Fully Cloud based e-mail system for improved access from anywhere and any device , automatic backup, increased security provided by a trusted partner (Microsoft) and MFA mechanisms.

Enhanced our distributed electronic filing (internal and cloud) to improve secure remote access, performance and data security, while leveraging CRM tools to strengthen governance, transparency and compliance.

ERP systems and Cloud based operating for remote work and operations for all employees.

New Business intelligence system powered by AI, for better data analysis and decision making.

Development of sophisticated security architecture, with state-of-the-art systems, Policies, Procedures and services from an external partner to prevent and deal with internal and external risks.

Use of artificial intelligence in cyber-security systems to better collect and process information and prevent information security risks.

Protection of company and client information, following the ISO 27001 and PCI-DSS standards, as well as the Personal Data Protection Principles (GDPR).

Use of digital signatures for increased security, speed, paperless cost efficient and environmentally friendly operation.

Expanded strategic cooperation with data centers and cloud providers resulting to better utilization of our established Business Continuity plan.

CRISIS MANAGEMENT AND BUSINESS CONTINUITY

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Marine Tours continuously strengthens a comprehensive Crisis Management and Business Continuity Plan to safeguard uninterrupted operations against potential disruptions.

Through a regularly updated Business Continuity Plan, defined escalation procedures, cloud-based infrastructure resilience, and cross-functional response protocols, we ensure rapid incident response and operational recovery.

Periodic risk assessments, scenario testing, and cybersecurity monitoring further strengthen our preparedness, enabling the company to manage operational, technological, and external risks effectively while enhancing process resilience, while securing 24/7 service delivery and reliability.

The plan covers the following management areas:

- INCIDENT MANAGEMENT / CRISIS MANAGEMENT
- IT SERVICES CONTINUITY MANAGEMENT
- BUSINESS RECOVERY
- SUPPLIER DEPENDENCY
- TRANSITION PLANNING / RESOLUTION PLANNING
- GOVERNANCE OF BUSINESS CONTINUITY MANAGEMENT

INFORMATION SECURITY AND PRIVACY PROTECTION

Cybersecurity is not treated as a compliance exercise, but as a strategic pillar supporting sustainable growth, digital transformation, and long-term stakeholder confidence.

At Marine Tours, cybersecurity and data protection are treated as strategic risk management priorities and core enablers of operational resilience and client trust. In a sector characterized by high transaction volumes, sensitive passenger and crew data, and global supplier connectivity, information security is embedded within our corporate governance and enterprise risk framework.

We operate a structured Information Security Management Framework aligned with ISO 27001 principles, designed to ensure the confidentiality, integrity, and availability of our information assets. Cyber risk is addressed through a layered defense model that integrates secure cloud infrastructure, controlled access management, continuous monitoring, incident response readiness, and supplier risk oversight.

Our approach extends beyond technical safeguards. We promote a culture of security awareness across all levels of the organization, recognizing that people, processes, and technology collectively determine resilience. Through continuous improvement, scenario testing, and investment in advanced monitoring capabilities, Marine Tours strengthens its ability to prevent, detect, and respond to cyber threats while safeguarding client data, operational continuity, and corporate reputation.

SECURITY PILLARS

- Network Security
- Identity and Access Management
- Information Protection
- Cloud security
- Endpoint Security
- Application and DB
- Information Security Management

This technology is designed to protect data through advanced, multi-layered security controls across all levels of our operations.

Marine Tours has partnered with a leading Corporate Information Security firm to receive AI-driven Security Operations Center (SOC) services. These services provide round-the-clock monitoring, management, and response to advanced threats and risks, ensuring comprehensive protection 24/7.

Using advanced correlation and continuous oversight, we detect internal and external threats early, trigger the appropriate response teams in line with our policies, and activate automated processes to rapidly mitigate and prevent incidents.

CYBER SECURITY AWARENESS TRAINING FOR EMPLOYEES

Marine Tours implements structured cybersecurity awareness training programs to ensure that all employees understand their role in safeguarding company and client data. Training covers phishing prevention, secure handling of sensitive information, password hygiene, social engineering risks, and incident reporting procedures. Through periodic refreshers, simulated exercises, and continuous communication, we foster a strong security culture that strengthens organizational resilience against evolving cyber threats.

PROTECTION OF PERSONAL DATA

Safeguarding the personal data of our clients and travelers is a top priority. We have implemented a comprehensive Data Protection Policy in full alignment with applicable European and national laws and regulations, ensuring the highest standards of data security and privacy for all personal information entrusted to us.

This is supported by robust technical and organizational frameworks, including encryption, antivirus protection, firewalls, and security measures aligned with “privacy by design” and “privacy by default”.

In 2019, after conducting a thorough assessment of the company’s operations and information infrastructure, reviewing the security architecture, determining the relevant legal and regulatory frameworks for information security, and mapping personal data management, we initiated a project aimed at ensuring full compliance with Regulation (EU) 2016/679 on the protection of personal data (GDPR).

The foundations of our company's security plan for the protection and management are:

- Organizational framework
- Security
- Detection of personal data breach
- Security
- Policies and Procedures
- Fundamental Principles of Personal Data Processing
- Supervision and continuous improvement
- Freedom and rights' protection

Relevant actions and measures are being implemented in the context of each foundation to ensure personal data protection.

Our diligent approach resulted to no substantiated reported complaints of possible theft of client personal data during 2024.

The company's target for the next year regarding innovation and digital transformation are presented at page 29.

06

METHODOLOGY & REPORTING STANDARDS

Report Methodology

GRI Standards Content Index

REPORT METHODOLOGY

This is our third consecutive report through which we aim to accurately disclose our approach towards sustainability and report our ESG performance.

This report covers all activities of MARINE TOURS SINGLE MEMBER S.A. in Greece for the period 1/1/2024–31/12/2024.

Where restatements of information exist, both reasons and effects of restatements have been explicitly reported.

Marine Tours recognize the value of external assurance and plans to engage with an external assurance provider at future reporting periods to further strengthen credibility of information.

ESG report was published on 10/03/2026.

This report was developed in accordance with GRI Standards 2021. Furthermore, the following reporting principles have been taken into consideration: Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability context, Timeliness, and Verifiability, to ensure quality and proper presentation of the reported information.

CONTACT

We are always happy to answer any questions you may have regarding our sustainability report and ESG performance.

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GRI STANDARDS CONTENT INDEX

Statement of use	Marine Tours has reported in accordance with the GRI Standards for the period 1/1/2024-31/12/2024.	GRI 1 used	GRI 1: Foundation 2021
		Applicable GRI Sector Standard(s)	N/A

GRI STANDARDS	DISCLOSURE		
GENERAL DISCLOSURES			
GRI 2: General Disclosures 2021	2-1 Organizational details	p.: 70	
	2-2 Entities included in the organization's sustainability reporting	p.: 70	
	2-3 Reporting period, frequency and contact point	a. p.: 70 b. 1/1/2024-31/12/24 c. Annual d. p.:70	
	2-4 Restatements of information	p: 14,33,70	
	2-5 External assurance	p.: 70	
	2-6 Activities, value chain and other business relationships	p.: 6, 9-10, 12	
	2-7 Employees	p.: 42	
	2-8 Workers who are not employees	p.: 42	
	2-9 Governance structure and composition	p.: 58	
	2-10 Nomination and selection of the highest governance body	p.: 58	
	2-11 Chair of the highest governance body	p.: 58	
	2-12 Role of the highest governance body in overseeing the management of impacts	p.: 61	
	2-13 Delegation of responsibility for managing impacts	p.: 61	
	2-14 Role of the highest governance body in sustainability reporting	p.: 61	
	2-15 Conflicts of interest	p.: 59	

* The blue cells indicate that the ''Omission'' column is not permitted.

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	p.: 58	
	2-17 Collective knowledge of the highest governance body	p.: 59	
	2-18 Evaluation of the performance of the highest governance body	p.: 60	
	2-19 Remuneration policies	p.: 60	
	2-20 Process to determine remuneration	p.: 60	
	2-21 Annual total compensation ratio	a. Ratio: 4,38 b. Increase ratio: 0	
	2-22 Statement on sustainable development strategy	p.: 2	
	2-23 Policy commitments	p.: 16, 27-28, 61, 66	
	2-24 Embedding policy commitments	p.: 21, 27-28, 31-34, 60, 61, 65-67	
	2-25 Processes to remediate negative impacts	p.: 31-33, 36, 47-48, 51-52, 61-62	
	2-26 Mechanisms for seeking advice and raising concerns	p.: 58	
	2-27 Compliance with laws and regulations	p.: 61	
	2-28 Membership associations	p.: 24	
	2-29 Approach to stakeholder engagement	p.: 22-23	
	2-30 Collective bargaining agreements	p.: 39	

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
MATERIAL TOPICS			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p.: 25	
	3-2 List of material topics	p.: 26	
CLIENTS' ENGAGEMENT AND SATISFACTION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 12-13	
TRAVELER DUTY OF CARE			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 12	
VALUE CREATION AND SOCIAL PRODUCT			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 14	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	p.: 14	
ENERGY, CONSUMPTION AND EMISSIONS			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 32-31	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p.: 33	
	302-3 Energy intensity	p.: 33	
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	p.: 33	
	305-4 GHG emissions intensity	p.: 33	

* The blue cells indicate that the ''Omission'' column is not permitted.

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
CRISIS MANAGEMENT AND BUSINESS CONTINUITY			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 64	
ENVIRONMENTAL PROTECTION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 36	
	306-1 Waste generation and significant waste-related impacts	p.: 36	
	306-2 Management of significant waste-related impacts	p.: 36	
GRI 306: Waste 2020	306-3 Waste generated	p.: 36	
	306-4 Waste diverted from disposal	p.: 36	
	306-5 Waste directed to disposal	p.: 36	
CORPORATE GOVERNANCE, BUSINESS ETHICS, COMPLIANCE AND INTEGRITY			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 61	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	p.: 61	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p.: 61	
INFORMATION SECURITY AND PRIVACY PROTECTION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 66-68	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of client privacy and losses of customer data	p.: 68	

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
HEALTH, SAFETY AND WELL-BEING			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 47-50	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	The management of Health and Safety issues is conducted as described at p. 46-48, and the relevant procedures that are being applied. However, a certified management Occupational Health and Safety system does not exist yet.	
	403-2 Hazard identification, risk assessment, and incident investigation	p.: 47-48	
	403-3 Occupational health services	p.: 47	
	403-4 Worker participation, consultation, and communication on occupational health & safety	p.: 48	
	403-5 Worker training on occupational health and safety	p.: 49	
	403-6 Promotion of worker health	p.: 49	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p.: 12, 35, 49	
	403-8 Workers covered by an occupational health and safety management system	The management of Health and Safety issues is conducted as described at p. 47-48, and the relevant procedures that are being applied, which cover all employees (100%). However, a certified management Occupational Health and Safety system does not exist yet.	
	403-9 Work-related injuries	p.: 50	
	403-10 Work-related ill health	p.: 50	

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
INNOVATION AND DIGITAL TRANSFORMATION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 63-64	
TRAINING AND DEVELOPMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 44-46	
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	p.: 44-46	
TRAINING AND DEVELOPMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 44-46	
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	p.: 44-45	
EQUAL OPPORTUNITIES, DIVERSITY, INCLUSION AND HUMAN RIGHTS			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 51-52	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p.: 52, 58, percentage of women in Board of Directors: 66,6%	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p.: 51	
PROMOTION OF RESPONSIBLE TRAVEL			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 35-36	

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