MARINE TOURS

YOUR TRAVEL MANAGEMENT PARTNER

ESG REPORT 2023

SUSTAINABILITY

OUR ONGOING JOURNEY OF EVOLUTION

MESSAGE FROM OUR CEO

Dear Stakeholders,

Sustainability is not just a journey—it's our flight path to the future. As we navigate an increasingly complex global landscape, responsible business practices have become more critical than ever.

At Marine Tours, we are accelerating our course toward integrating sustainability into every aspect of our operations, ensuring we meet today's needs while charting a more sustainable and inclusive future for generations to come.

For over 45 years, we have been at the forefront of business travel management, navigating challenges and pioneering solutions. But long-term success is about more than reaching new destinations—it's about ensuring the way we travel leaves a positive impact on the environment, society, and the economy.

That is why we continue to refine our processes, minimize our environmental footprint, and strengthen our social responsibility initiatives.

By prioritizing Environmental, Social, and Governance (ESG) principles, we are building a more resilient and sustainable organization that is well-positioned to meet the evolving demands of our clients, partners, and the global community.

Committing to ESG is not just a choice—it's a responsibility. It requires continuous investment, operational and functional transformation, the mobilization of substantial resources, and a relentless drive for progress. We have all that. And with a clear vision and a strategic roadmap, we are well on our way to our destination.

In 2023, we took significant steps in our ongoing sustainability journey —advancing energy efficiency, reducing waste, and prioritizing responsible sourcing, while also enhancing sustainable travel solutions and investing in employee well-being and community engagement. But our role extends beyond compliance. As a key player in the travel industry's value chain, we have the reach, influence, and responsibility to lead the way toward meaningful change.

This report highlights the milestones we have achieved and the actions we are taking to ensure we remain accountable to our sustainability goals. As we serve global and local industry leaders, our position gives us both the privilege and the duty to scale up our efforts.

Sustainability is a shared responsibility, and we are proud to work alongside our specialized teams, loyal clients, and valued partners to drive meaningful change. Looking ahead, we remain focused on continuous improvement, innovation, and collaboration to create lasting impact.

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

Sincerely,

Konstantinos Oikonomou
Chief Executive Officer, Marine Tours

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ABOUT MARINE TOURS

01

Who We Are
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WHO WE ARE

| OVERVIEW

Marine Tours is a 360º Travel Organization that effectively manages all aspects of the travel needs of businesses.

A pioneer in Travel Management 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.

Marine Tours embraces the vision and objectives of the organizations, serving and delivering unique travel experiences that support their business goals.

AT A GLANCE

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

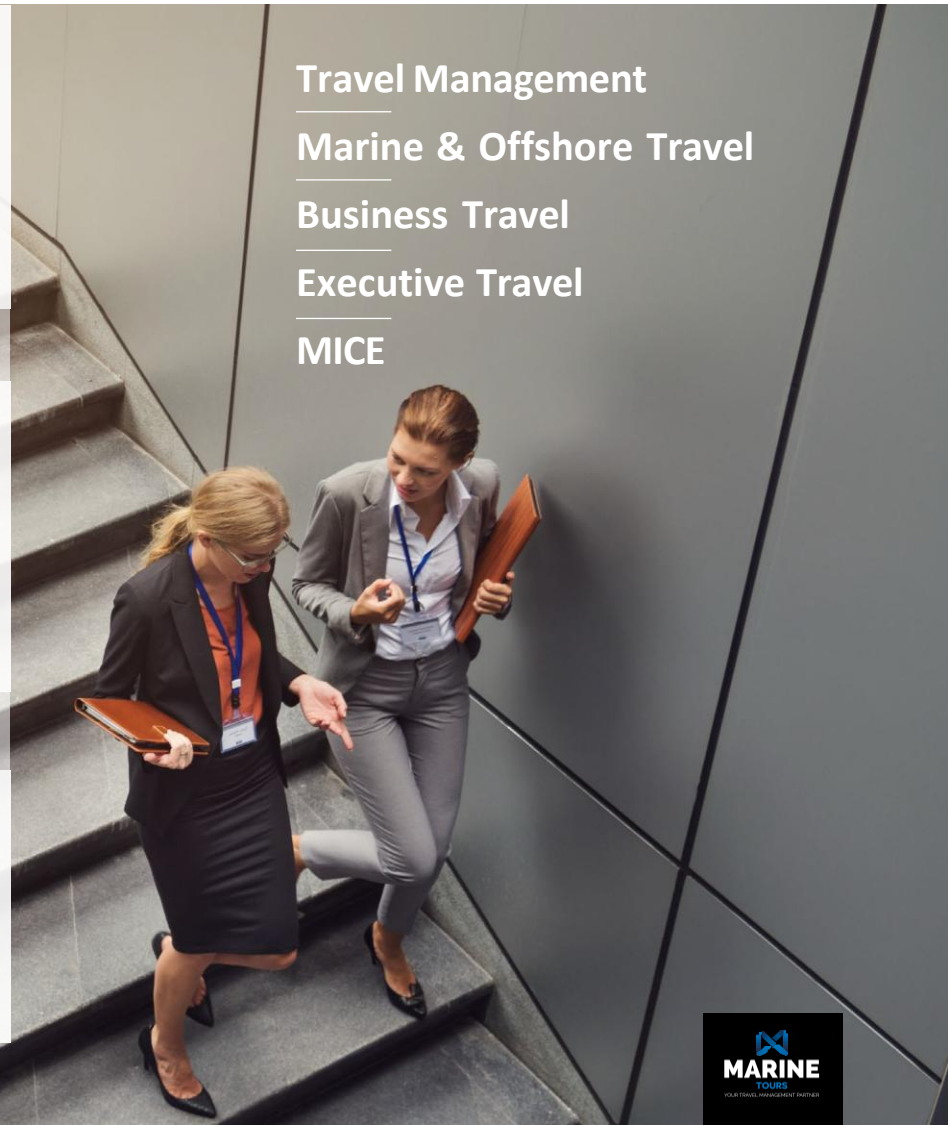
190+
shipping companies
Among the strongest TMCs in Greece and globally

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 significant expertise in business travel management and experienced rapid growth through the years.

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: Acquirement of BCD Travel Hellas S.A.

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: Strategic partnership with the global travel management company, BCD ERM.

OUR DRIVING PRINCIPLES

Our purpose, promise and values are key principles that define every aspect of our operation. Principles that answer fundamental questions such as why we exist, how can we positively impact our clients and the society, and what mindset drives our actions.

OUR **PURPOSE**

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

OUR **PROMISE**

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

OUR **VALUES**

WHAT MINDSET DRIVES OUR ACTIONS

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 everything we do, our effectiveness is ensured through investment in cutting-edge technologies and the outstanding quality of our services.

OUR SERVICES

Marine Tours' expertise in travel management translates into a highly refined and all-encompassing service framework, addressing every aspect of business travel. This ensures optimal efficiency and effectiveness.
By continuously investing in the growth and evolution of its services, Marine Tours stays ahead of both current and future 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 Line

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
- 360¬ 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, leading the way since 1980.

We provide advanced Travel Management expertise and services to leading corporations, shipping companies, and organizations both in Greece and abroad. To address the evolving travel challenges of today and tomorrow, we continually enhance our services, technology, and our 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 dedicated to delivering the best travel experience by continually optimizing our operational model and services.

Our commitment to operational excellence is evident in the distinctions we have won. As one of the most awarded travel organizations both in Greece and internationally, we have received over 60 prestigious distinctions in recent years, recognizing our exceptional service standards and business growth.

Our certifications and accreditations reaffirm our commitment to the highest standards of operation and the provision of services that make a difference for our clients.

TRAVELER DUTY OF CARE AND CLIENT SATISFACTION

Ensuring the safety and well-being of our clients' travelers is a core value of our culture. With a human-centric approach, we prioritize traveler welfare at every step. Offering 24/7 support, we combine cutting-edge tools and procedures with tailored services. We are confident that genuine care and personalized management makes a big difference.

Duty of Care is an inherently sustainable approach benefiting stakeholders in various ways, since 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 preparation of the travel- er is key. We prepare travelers for all issues they might come across, from travel documents to medical advice and travel insur- ance arrangements.

WE HANDLE CRISES

In the event of a crisis (e.g. epidemics, volcanic eruptions, terrorist acts, etc.), we inform our clients on the location of affected travelers and see to their immediate evacuation, minimizing cost and disruption.

WE'VE GOT PLAN B

Every day, we receive worldwide updates on any possible travel disruption (eg airport closures, strikes, etc). We manage every emergency immediately, providing alternatives and we are constantly in touch with our clients to find the optimum solution for their travelers.

We manage disruptions quickly & effectively

CLIENT SATISFACTION DRIVES OUR GROWTH

Our goal is to ensure client satisfaction while providing the best possible travel experiences and service level. We carefully assess the unique needs of each client and develop tailored travel programs based on their customized profiles. This approach allows us to deliver secure, comfortable, and sustainable journeys while maximizing traveler satisfaction.

Furthermore, our team of dedicated Account Managers is always available to anticipate and address our clients' needs, both in advance and in real-time. We offer the flexibility to design travel options that align with our clients' sustainability policies and booking preferences, such as traveler type, route, and mode of transportation. With 24/7/365 support, we guarantee 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 2023, allowed us to gain valuable insights on how we perform in terms of client satisfaction and also provided crucial input for our strategy.

More than 200 clients (unique questionnaire submissions, not number of companies) participated in this survey and the results were very positive, since 8,6 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 services. Client satisfaction surveys serve as a valuable guide in this process of paramount importance.

VALUE CREATION AND SOCIAL PRODUCT

Committed to maximizing value creation across the chain.

Through our operation, significant direct and indirect financial and non-financial value is being generated and distributed to all stakeholders, on annual basis.

We always aim to maximize value creation for our clients by effectively managing their travel needs. We become enablers for the achievement of their business objectives through sustainable business travel, while also caring for their traveling employees.

Our choice of suppliers and partners has an important impact across the value chain, through operational aspects such as ticket production (where we have a leading position in the market with a total of €89.047.667,37 produced in 2023), our selection of hospitality service providers, etc.

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 2023, Marine Tours recorded a total turnover of €16.277.104,98, while its "social product" amounted to €13.757.082. Our ''social product" and economic value generated for the last three years are presented in the table below:

Economic value generated and distributed (€)	2021	2022	2023
Direct economic value generated			
Total Revenue	8.826.206,82	12.917.316,87	16.277.104,98
Economic value distributed			
Operating costs	4.002.253,72	6.919.089,35	8.253.867,75
Employee wages and benefits	1.814.971,84	2.392.824,83	3.228.505,04
Payments to providers of capital	1.050.000,00	1.205.892,07	1.235.633,16
Payments to government	649.396,65	643.319,95	1.039.075,90
Community investments*	0,00	0,00	0,00
Our "social product"	**7.516.622**	**11.161.126**	**13.757.082**

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

OUR APPROACH TO SUSTAINABLE DEVELOPMENT

02

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

In an era defined by constant challenges, disruptions, and successive crises, we are resolute in our belief that it is crucial for businesses not only to honor their sustainability commitments, but also to amplify their efforts and take bolder action.

At Marine Tours, sustainability is not merely a trend—it is deeply rooted in our ethos, before it became a regulatory requirement. We recognize that our business strategy and governance practices impact the world around us. As a result, we have consistently worked to mitigate the negative effects while amplifying our positive contributions to the environment and human rights.

This is reflected in our commitment to enhancing our Environmental, Social, and Financial performance and accountability, while aligning our governance practices with the highest standards of responsibility and ethics.

The urgency of the moment remains undeniable—now more than ever, we believe it is crucial for all of us to set and uphold higher standards with unwavering dedication. Accelerating the adaptation to new legal and voluntary requirements, along with transforming our business model and strategy.

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

We remain dedicated to engaging with stakeholders and incorporating their opinions and preferences into the transformative process of the business travel industry. Through our efforts and influence, we aim to drive value creation and ensure sustainable growth, both in the present and over the long term.

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.

A SHARPER FOCUS ON SUSTAINABILITY

Sustainability is not a destination. It’s an ongoing journey that demands continuous improvement, innovation, and adaptability.

Recognizing this, we have thoughtfully shaped our mission and vision to further align with our commitment towards sustainable development.

By integrating sustainability to our business scope, we ensure that it remains at the heart of everything we do. This direction empowers us to not only meet the demands of today but to actively shape a more sustainable future for generations to come.

Our **MISSION** for Sustainable Development

Your trusted partner in sustainable travel.

To serve as the strategic partner that delivers expert support on businesses and organizations, so that they can most effectively navigate challenges and seize opportunities in their sustainable development journey.

Our **VISION** for Sustainable Development

Lead the sustainable way by example.

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

Climate crisis at the forefront of sustainability revolution

The world faces a pivotal moment as climate change accelerates, making urgent action more critical than ever. While the pace of global efforts to combat this change often seems to fall short, the message from scientists and global organizations is unequivocal:
the journey toward decarbonization must extend far beyond the confines of our office walls. It requires a comprehensive approach that encompasses every facet of the value chain in which our companies are involved.

At Marine Tours, we are fully committed to leveraging our strong position in the Greek and regional market, along with the extensive reach of our business networks, to actively address and remediate the negative impacts we have on the environment and society across our entire value chain. We understand the critical importance of this responsibility and recognize that it is not a short-term challenge, but rather an endurance race that will require sustained effort and long-term commitment. Time is of the essence, and as the climate crisis accelerates, we are moving with urgency—at a sprint pace—while remaining mindful of the lasting, transformative changes that must be made. We are already deeply engaged in this vital effort, and we will continue to focus on making significant strides at the "home front“. By further enhancing the sustainability and transparency of our operations, we aim to set an example of accountability and positive change within our organization, all while contributing to the greater movement toward a sustainable future. Through these concerted efforts, we will ensure that our impact is both meaningful and far-reaching, driving progress now and for generations to come.

A SHARPER FOCUS ON SUSTAINABILITY

Our 360o Sustainability Spectrum

We wholeheartedly recognize the critical importance of the environmental dimension in sustainability. However, the existential urgency of this goal should not divert our attention from the other equally vital aspects of sustainability. True sustainability is a multifaceted concept that goes beyond environmental concerns to encompass social, economic, and governance factors.

We remain committed to viewing sustainability through the most current and inclusive lens possible. We view sustainability as a dynamic, interconnected system, one that goes beyond environmental stewardship integrating talent development, workplace culture, social impact, governance, and a responsible supply chain. We embrace the full spectrum of ESG (Environmental, Social, and Governance) principles, recognizing that each element plays a crucial role in driving holistic, long-term value, and by integrating these core areas into every aspect of our operations.

At the same time, we are actively exploring opportunities to expand our sustainability efforts into new areas, acknowledging the inherently sustainable nature of concepts such as traveler welfare, crisis management, and the overall traveler experience. These essential components of our multifaceted operations not only contribute to the well-being of individuals but also align with our broader sustainability goals. By integrating these values into our sustainability framework, we aim to enhance the positive impact of our work on both people and the planet, while continuously evolving our approach to reflect the dynamic needs of our industry and society.

OUR SUSTAINABLE PATHWAY

We continually improve our performance within our own operational boundaries, ensuring that sustainability remains at the core of our actions.
At the same time, we actively engage with and support our partners and clients, empowering them to advance their sustainability objectives.
Together, we strive to achieve not only our own sustainability goals but also contribute to the success of those we work with, fostering a collective commitment to a more sustainable future for all.

Destination: Sustainable Travel

We envision a world where every journey becomes more sustainable, leaving a positive and lasting impact. To bring this vision to life, we are committed to a clear, strategic roadmap that outlines actionable steps and measurable goals, ensuring that we maximize our contribution to this universal pursuit of sustainability.

Expanding our mission

To achieve this vision, we must continuously expand the scope of our mission, steadfastly guiding our clients toward making travel decisions incorporating sustainability criteria, and by empowering them to prioritize sustainability at every step. Our aim is to drive meaningful change, helping to shape a more sustainable, responsible, and resilient travel industry for the future.

Our evolving commitment

This is a journey of ongoing evolution, one that requires constant growth and adaptation. We are committed to continuously refining and advancing our mindset, expertise, methodologies, tools, and services to drive forward our sustainability efforts with even greater speed and precision, to create lasting, positive change for the future.

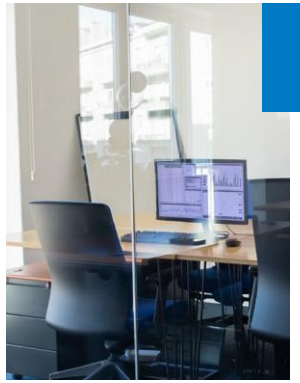
Embracing synergies

We acknowledge that the complexity of the travel supply and value chain means that individual efforts can only go so far. True, lasting impact can only be achieved by continuously aligning, synergizing, and collaborating with our business partners and suppliers, fostering a more resilient and sustainable future for the travel industry as a whole.

OUR FRAMEWORK

THE 5 KEY ELEMENTS OF OUR SUSTAINABLE STRATEGY

Adhering to our values and heritage and at the same time embracing evolution, we enhance our mindset with 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 PEOPLE

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

OUR CLIENTS

We empower our clients with all our knowhow, tools and services to help them:

Make more sustainable travel decisions

Accelerate their ESG journey

Enjoy a safe, sustainable travel experience

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 SUPPLIERS & PARTNERS

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

ENGAGING WITH OUR STAKEHOLDERS

Our sustainability journey begins with our stakeholders

We acknowledge that our operation has direct and indirect impacts on our stakeholders. Our primary goal is to cultivate and maintain constructive cooperation through open dialogue and ongoing engagement, creating value for all parties involved. We understand that our stakeholders include not only those directly affected by our actions but also those with an indirect connection to our operations. This includes groups within our internal environment—such as employees and management—and extends to our external environment, including clients, suppliers, business partners, financial institutions, and others.

By actively nurturing these relationships and prioritizing their concerns, we aim to build a foundation of trust, mutual respect, and shared growth. This collaborative approach is fundamental to ensuring that our operations have a positive and lasting impact, benefiting both our stakeholders and the broader community.

Our mission is to cultivate and safeguard constructive cooperation and trust across all our relationships. We are committed to fostering meaningful, transparent communication with our diverse range of stakeholders, utilizing a variety of channels to ensure their voices are heard and valued.

Furthermore, we actively invite our stakeholders to participate in assessment surveys focused on the key topics of sustainable development that directly relate to our operations. We encourage them to provide valuable feedback on the context and content of our sustainable development reports, as their insights are instrumental in shaping our approach. By understanding what matters most to our stakeholders, we can better align our efforts with their priorities, ensuring that our actions are responsive, responsible, and in line with their needs. This collaborative feedback loop not only strengthens our commitment to sustainability but also helps us continuously improve and operate in a way that delivers lasting value for all.

Key stakeholder groups along with associated sustainability topics of interest are presented below. Also, type of engagement that facilitates communication with stakeholders is outlined.

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 Resource Department to address everyday challenges • 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

Moreover, Marine Tours supports a number of complementary initiatives and organizations that promote raising awareness and capacity building in the shipping sector.

As a proud member, we contribute through sponsorship to sustaining excellence in Shipping sector & enhancing youth employability.

As a sponsor, we provide financial support and actively participate in initiatives that primarily connect the maritime community with the younger generation, while also serving as a knowledge platform for industry developments and insights.

We participate in the "Crew Travel – Round Table Debate," engaging with key representatives from the international crew travel sector to share valuable insights on the latest industry developments.

MATERIALITY ASSESSMENT

As part of our commitment for continuous improvement, starting for the first time in 2023 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 2024 for the previous fiscal year. The existing materiality process and results are deemed to accurately represent the current situation and stakeholders' needs.

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

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.

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	+

- Environment
- Society
- Economy & Governance

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 2023	LINKED SDG TARGET
	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 them and their family members with private health insurance at a discounted rate, as well as offering a selection of healthy and nutritious meals in corporate meetings and training days.	Target 3.8
	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 female, 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 2024
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 econom	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	To achieve zero accidents and work-related ill health cases, create a mental health-embracing working environment, organize seminars and workshops on first aids and workers' health and safety, and improve our facilities in terms of working conditions and well-being
	Training and development	To foster a culture of continuous learning and development for our people, including the facilitation of seminars and workshops on MS Office skills, improvement of technical and technological skills
	Equal opportunities and career advancement	To provide all our employees (100%) with performance reviews, and to organize semestrial feed- back sessions for all employees to better understand their progress towards the targets set
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 3rd 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	Analysis and planning for strategic cooperations with data centres and cloud providers for flexibility, security and reliability To further update and strengthen our Business Continuity plan to ensure the company's uninterrupted operation To integrate new CRM software to increase employee productivity and improve client relationships and management To upgrade ERP system to increase employee productivity and improve client service To introduce New Helpdesk and Contact Centre software to increase employee productivity and improve client service To intensify the use of AI in cyber-security systems to better collect and process information and prevent information security risks To digitalize data collection and storage through uploading on the Cloud

FROM VISION TO ACTION FOR THE ENVIRONMENT

03

Our Approach Towards Environmental Protection

Energy Consumption and CO_2 Emissions

Responsible & Sustainable Travel

Waste Management

OUR APPROACH TOWARDS ENVIRONMENTAL PROTECTION

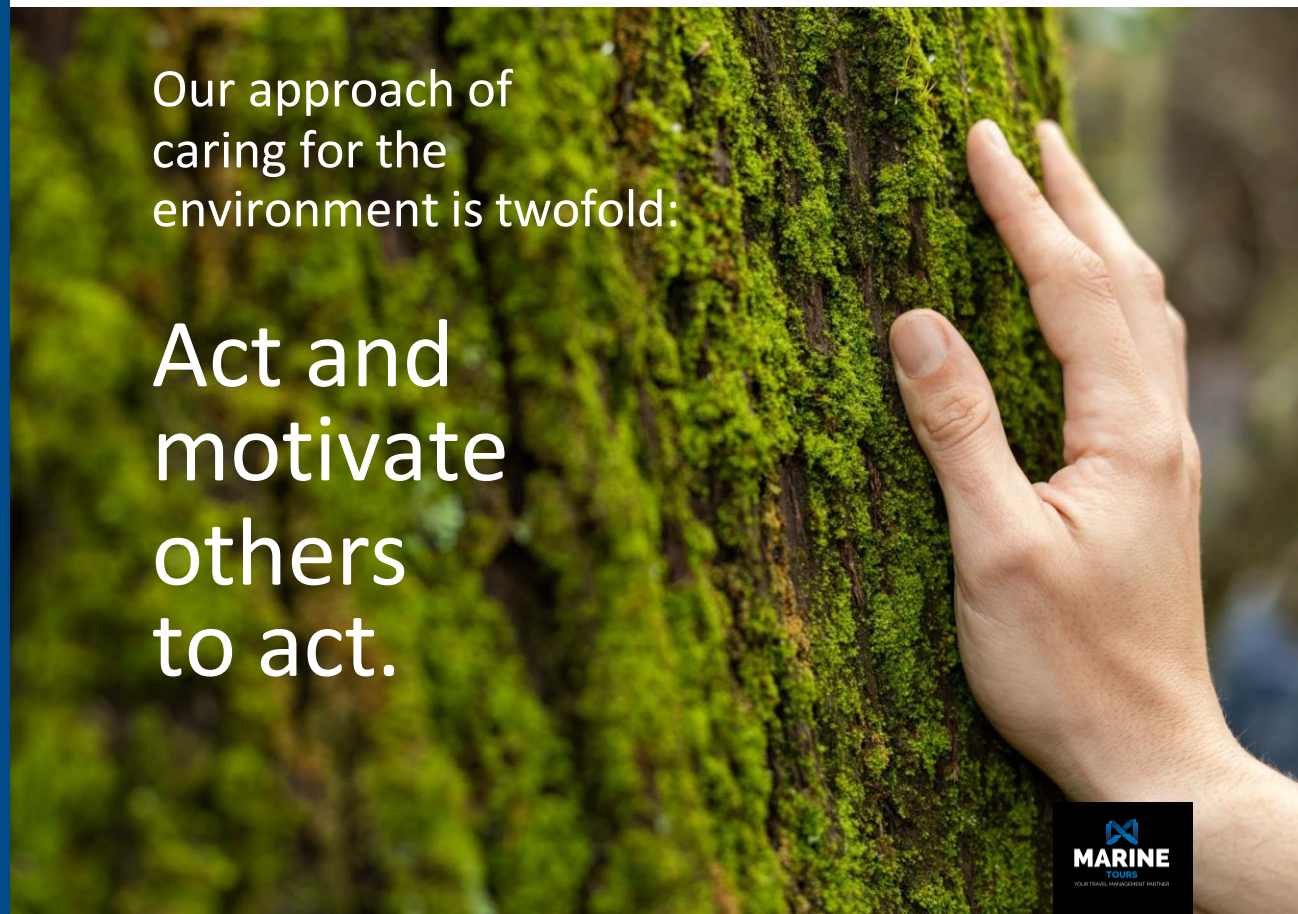
Travel is a powerful driver of societal and economic progress, but it also carries an undeniable responsibility to address its environmental impacts.

While our environmental footprint as a service provider is relatively minimal compared to transport-focused peers, we know that this does not exempt us from responsibility. On the contrary, we are committed to doing more; continuously striving to reduce our footprint to the lowest possible level and improving our environmental performance through intentional and focused efforts.

We also acknowledge that meaningful progress requires more than individual action. By fostering collaboration and leveraging our influence across the value chain, we motivate our clients and business partners to accelerate their environmental efforts and achieve greater sustainability.

THE PILLARS OF OUR ENVIRONMENTAL PROTECTION EFFORTS

The following sections outline our initiatives aimed at reducing energy consumption and CO_2 emissions, as well as effectively managing the impact of our waste. Additionally, we are continuously strengthening our efforts to advocate for sustainable travel options and inspire our clients and business partners to lower their carbon footprints.



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

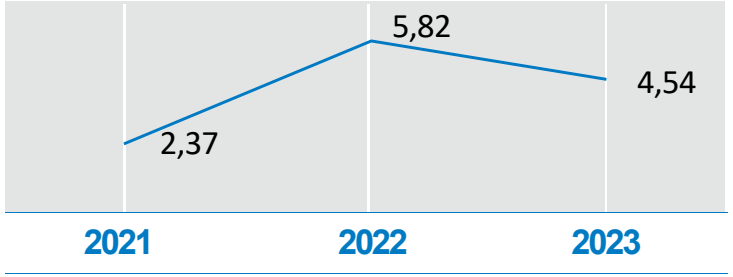
Within our premises, electricity is utilized efficiently to meet our energy needs, with no fossil fuel combustion occurring in equipment (e.g., boilers) or company vehicles. The table below outlines our annual electricity consumption:

Energy Consumption (KWh)	2021	2022	2023
	20.883	75.134 *	73.942

** 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)	2021	2022	2023
	2,37	5,82 *	4,54



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.)	2021	2022	2023
Scope 1	0,00	0,00	0,00
Scope 2 **	9,12	40,06 *	36,88
Total	9,12	40,06	36,88

*** Conversion factors: DAPEEP – residual electricity mix for 2021, 2022, 2023.*

The intensity of GHG emissions (CO2), calculated based on the electricity consumed per euro earned, is displayed in the table below:

CO2 emissions intensity (gr CO2 /euro)	2021	2022	2023
	1,03	3,10	2,27

Marine Tours remains steadfast in its commitment to expand the scope of its corporate carbon footprint calculation in 2024 to include categories of greenhouse gas emissions (Scope 3) from its upstream and downstream value chain. This expansion will cover areas such as employee commuting and courier services. While the integration of Scope 3 GHG emissions categories was not achieved in 2023, this commitment continues to be a strategic priority for the company.

RESPONSIBLE AND SUSTAINABLE TRAVEL

Promoting low carbon flights and embracing sustainable travel options

We continuously strive 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 involves promoting traveling in a way that minimizes negative social, economic, and environmental impacts while maximizing positive contributions and value creation for all relevant stakeholders. Additionally, we firmly believe that responsible travel should go beyond its environmental, societal, and economic benefits, offering a more enjoyable and fulfilling experience for the traveler as well.

To safeguard this balance, we have developed a long-term, integrated strategy that we continually refine and enhance.

Specifically, we are committed to leveraging our unique position in the value chain, our negotiating power, and our influence with business partners and suppliers. This ensures that the travel services we offer consistently achieve the lowest possible carbon footprint, while remaining cost-optimized for our clients.

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, and remain competitively priced.

Empowering our clients is central to our approach. Through continuously enhancing the detail of our CO2 emissions reporting, we provide deeper insights into their travel footprint, enabling informed, eco-conscious decisions. This ongoing improvement reflects our dedication to transparency, fostering collaboration and inspiring action toward a more sustainable future.

Recognizing that the majority of GHG emissions across the value chain originate from upstream and downstream operations, we anticipate that our business partners and suppliers will increasingly align with our strategy. By offering cost-efficient and sustainable travel services with the least possible contributions to climate change, they enable us to further enhance our offerings, optimize costs, and strengthen collaborations to consistently advance responsible travel in sustainable ways through streamlined synergies.

We embrace digital efficiency to reduce waste, transitioning to paperless operations that lower greenhouse gas emissions and promote sustainability.

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. In 2023, we successfully recycled 45% of our total waste.

Waste stream	Non-hazardous	Management practice
General mixed waste (plastic, aluminum, glass, paper) (lt)	17,3	Recycling (45%)
Paper (kg)	520	Recycling (100%)

** Waste quantities are calculated based on 1lt of waste/employee/day, for 248 working days per year.*

FROM VISION TO ACTION FOR OUR PEOPLE AND THE SOCIETY

04

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, starting with our people and extending to the local communities and economies in the areas where we operate, is a fundamental pillar of our Sustainable Philosophy.

We believe that sustainability goes beyond environmental responsibility -it's about fostering growth, opportunity, and resilience at every level. By investing in our employees' development and well-being, and by actively contributing to the prosperity of the communities we serve, we aim to create a ripple effect of positive change that benefits individuals, local economies, and society at large.

This holistic approach ensures that our sustainability efforts are not only impactful but also inclusive, driving long-term, shared success for all.

Given the inherent complexity and multifaceted nature of society, we are dedicated to making a meaningful contribution across the broadest possible spectrum of its aspects. From our people—whom we regard as one of our greatest strengths and most valuable assets—to the local communities and economies in the regions where we operate, we aim to have a positive and lasting impact at every level.

We are deeply committed to pursuing excellence in all that we do, constantly seeking innovative and forward-thinking approaches to empower those we serve. By delivering tangible value to all our stake-holders, we strive to create a ripple effect that benefits society, reinforc-ing our commitment to responsible and sustainable progress. Through this approach, we aim to foster growth, well-being, and resilience for individuals, communities, and future generations.

OUR PEOPLE

Our people are our most fundamental asset, ensuring our growth and constantly raising our standards of service.

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

Just as we are committed to providing an outstanding travel experience for our clients, we apply the same principles to create a fulfilling and rewarding work environment for our employees. After all, the journey of a company is a shared pursuit of specific, meaningful goals. That's why we prioritize that our people feel motivated, inspired, and empowered to be creative. We foster an environment where they can evolve both professionally and personally, cultivating a culture of growth, collabora- tion, and continuous development. By investing in our employees' well-being and success, we nurture the very foundation that drives our collective progress.

81

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 quality and safe workplace. An environment that allows our people to feel members of the Marine Tours family and strengthens the sense of belonging and inclusiveness.

To constantly evolve, to move beyond in a meaningful way and to achieve 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

EMPLOYMENT DATA

During 2023, Marine Tours provided employment to 81 people with different background and expertise, 53 out of which were women (65%).

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

The figures presented reflect the company's workforce status at 31/12/23. No fluctuations in company's workforce compared to previous reporting periods have been occurred.

Human resources breakdown based on contract, employment type and gender (2023)	Men	Women	Total
Total staff	28	53	81
Indefinite contract	28	53	81
Fixted-term contract	0	0	0
Non-guaranteed hours contract	-	-	-
Full time	28	53	81
Part time	0	0	0

Human resources breakdown based on time of employment and gender (2023)	Athens	Thessaloniki
Total staff	77	4
Indefinite contract	77	4
Fixted-term contract	-	-
Non-guaranteed hours contract	-	-
Full time	77	4
Part time	-	-

Moreover, during 2023, 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 (2023)	Men	Women	Total
Total workers who are not employees			1
Internship	0	1	1
Other type of contractual agreement	0	0	0

REMUNERATION AND ADDITIONAL BENEFITS

Leading by example, at Marine Tours we are dedicated to fostering a healthy balance between the professional and personal lives of our employees, fully recognizing the direct and long-term benefits. This balance is integral not only to our people's well-being but also to the overall success of our organization.

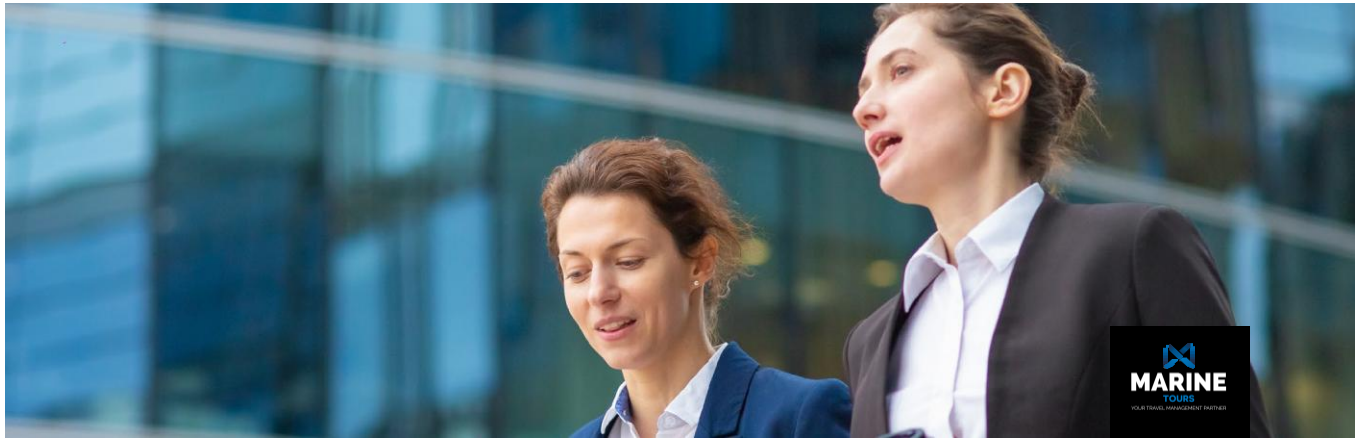
As part of our commitment to being a top employer of choice, we ensure that remuneration and benefits play a key role in our reputation. Our compensation packages are competitive, offering a combination of annual fixed remuneration for all employees, along with performance-based variable remuneration tailored to individual circumstances. To ensure fairness and alignment with both company growth and market trends, we conduct periodic salary reviews, taking into account both the company's performance and current market data.

Additionally, the parameters that guide our variable compensation system are reviewed and updated annually, ensuring that they reflect the organization's evolving priorities and strategic objectives. This approach ensures that our compensation practices remain aligned with both the needs of our employees and the long-term goals of the business.

Additional Benefits

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

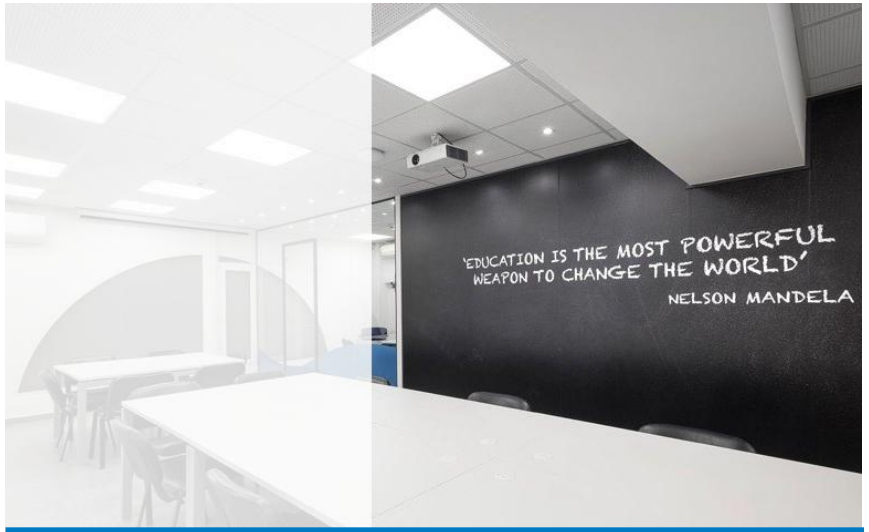
- Private health and medical insurance which extends also to the family members of our employees at a discounted rate.
- Laptop and accessories for working from home
- Mobile according to job role
- Car according to job role
- Participation to athletic activities
- Annual lottery of travel gifts including flights, accommodation, and restaurants



EMPLOYEES' TRAINING AND DEVELOPMENT

We believe that the bar of our services can be raised as high as the bar of our people's capabilities. That's why we always aim to attract the best executives in the market, ensuring that we bring in individuals who align with our values and can contribute to our vision.

At the same time, by consistently investing in training, development, and upskilling, we empower our team members to reach their highest potential, driving innovation and excellence across all levels of our organization. This holistic approach to talent ensures that our people remain at the heart of our success and that the quality of our services continues to evolve and thrive.



OUR APPROACH

At Marine Tours, we set as our main and constant pursuit the attraction, inclusion and development of people who have ambitious professional and personal goals and are dedicated to aligning their career success with the broader success of our company. We believe that the growth of our people is integral to the growth of the organization, and we are committed to fostering a culture of shared achievement.

In order to further strengthen the development of our team and enhance the quality of our services, we offer comprehensive training and development opportunities designed to empower our employees. These initiatives are carefully tailored to ensure that both the company and our people thrive, paving the way for mutual success.

In this pursuit, we are committed to adopting and integrating the most effective development tools and strategies, continuously adapting to the evolving challenges and dynamic shifts in our business environment. By staying agile and proactive in our approach, we ensure that our people remain equipped to excel and that we continue to deliver outstanding value to all stakeholders.

100% **OF OUR EMPLOYEES RECEIVED PERFORMANCE REVIEW & FEEDBACK DURING 2023**

In 2023, we remained steadfast in our commitment to fostering a culture of continuous learning for our employees. To support this, we developed and implemented a comprehensive educational calendar designed to enhance key areas such as leadership, sales, sustainability, digital skills, and health and safety for all team members.

A particular focus was placed on equipping our employees with the knowledge and skills necessary to navigate the evolving demands of the tourism sector. In line with our sustainability goals, we prioritized sustainability-related training, ensuring that our team members are well-prepared to address sector-specific challenges and drive positive change. By enhancing their competencies in this critical area, we are empowering our employees to play an active role in shaping a more sustainable and resilient future for the industry.

In that context, 26 employees of the Group participated and successfully completed the Corporate Responsibility and Sustainable Development - ESG program developed by TÜV Austria. The program's purpose was to develop a robust understanding of corporate responsibility and sustainable development concepts and to provide insights on the integration of ESG criteria in business model and strategy.

PERFORMANCE MANAGEMENT & FEEDBACK SESSIONS PROCESS

At Marine Tours, we conduct annual evaluations for all employees and management through our in-house Performance Management and Feedback Sessions Process, ensuring continuous growth and development. Feedback sessions are a vital tool in fostering continuous communication and performance assessment, ensuring that both employees and management engage in meaningful, two-way dialogue. These sessions are grounded in key evaluation criteria, focusing on both performance and behavior at work, allowing for a fair and transparent assessment process.

Beyond evaluation, this process plays a crucial role in supporting the ongoing development, lifelong learning, and personal growth of our employees. By providing constructive feedback, we empower individuals to refine their skills, enhance their contributions, and align more closely with both personal and organizational goals.

Employees are provided with opportunities to evaluate their progress, share feedback both verbally and in writing, and engage in effective communication with their managers. This process aims to recognize individual strengths while identifying specific areas for improvement, fostering personal and professional growth.

In 2023, all our employees participated in the performance management and feedback sessions process.

OCCUPATIONAL HEALTH AND SAFETY

0 HIGH-CONSEQUENCE ACCIDENTS DURING 2023

0 RECORDED CASES OF WORK-RELATED ILL HEALTH DURING 2023

The protection of our employees' Health and Safety is always one of our top priorities.

OUR APPROACH

To cultivate a robust health and safety culture and minimize potential risks, we place a strong emphasis on proactive prevention and the elimination of any occupational incidents and accidents. We are deeply committed to ensuring that our workplace remains safe and secure for all team members, and to achieving this, we are dedicated to:

Aiming to zero accidents.

Offering a safe working environment to our employees and visitors.

Complying with all applicable laws and regulations.

HAZARD IDENTIFICATION, RISK ASSESSMENT, AND INCIDENT INVESTIGATION

To identify and eliminate potential risks to health and safety, Marine Tours has conducted an Occupational Risk Assessment Study, which includes the identification of risks with respect to the health and safety of the company's staff and third parties found at its premises, who may be exposed to risks arising either from the facilities or from the working methods that are being followed.

Furthermore, the Occupational Risk Assessment Study provides all necessary guidance regarding the selection of work equipment, personal protective equipment and the measures and actions that must be taken to meet the appropriate standards described in the applicable laws and regulations relating to occupational health and safety.

The management of Health and Safety issues is conducted as described at p. 44-46, 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.

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 safeguarding 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 instructions, and comprehensive procedures that address both general and specific health and safety concerns. This ongoing education ensures that our team remains well-informed and equipped to handle any situation, fostering a culture of safety and well-being 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.

In more detail, dedicated seminars are being organized annually, covering topics such as First Aid, Earthquake & Fire Protection and Ergonomics.

PROMOTING EMPLOYEES' HEALTH AND WELLNESS

To further promote employee health, Marine Tours offers a group health insurance policy to all its staff, which includes medical treatment, hospitalization and diagnostic tests at no cost. This program is also extended to family members of employees at a special discounted rate.

Furthermore, through the support of our occupational physician and the comprehensive group health insurance policy provided by the company, employees have access to expert advice and information at any time, day or night. This includes guidance on seasonal illnesses, preventive measures, and first aid, as well as support for remote work, healthy nutrition, and overall well-being. By offering these resources, we ensure that our employees are well-equipped to prioritize their health and safety, both at work and in their personal lives, fostering a culture of care and proactive wellness throughout the organization.

Supporting employees' wellness

Marine Tours has designed and implemented the Wellness Days initiative to support its employees' wellfare, by promoting opportunities for fostering partnerships at work, promoting physical condition and well-being, adopting healthy nutrition, and many more. In that context, activities performed by experienced professionals during the Wellness Days were:

- Breathing sessions for stress reduction
- Healthy breakfast at work
- Anti-stress movement break
- Cyber talks on mental health

HEALTH AND SAFETY PERFORMANCE

Our commitment to the health and safety for our people, results to no cases of high-consequence accidents occurred during 2023, as well as no cases of work-related ill health were recorded. Moreover, no health and safety incidents involving non-employees were reported.

During 2023, zero accidents or work related ill health cases were recorded.

Health and safety metrics	2023		
	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	1	1
Rate of recordable injuries	0	2,2	1,4
Hours worked	51.072	96.672	147.744

*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.

EQUAL OPPORTUNITIES, INCLUSION AND HUMAN RIGHTS

Marine Tours embraces diversity and equality, recognizing that these values lead to more effective decision-making, a stronger sense of inclusiveness, and equal representation across all genders.

By fostering such a culture, we create an environment where everyone feels valued and empowered to contribute their unique strengths. This commitment not only drives innovation and creativity but also ensures that our workplace is equitable, collaborative, and reflective of the communities we serve.

65%

WOMEN OUT OF TOTAL EMPLOYEES

0

CASES OF DISCRIMINATION DURING 2023

OUR APPROACH

All aspects of diversity matters to us and we are committed to fostering a work environment where every employee-regardless of gender, race, ethnicity, sexual orientation, religious belief, or ability-can thrive and succeed based on their talent, skills, and potential. This commitment not only enhances our workplace but also drives innovation, empowerment, and success across the organization.

In alignment with the respect we hold for one another, we maintain a firm commitment to ensuring that no form of discrimination-whether based on personality traits or any aspect of individual diversity-is tolerated within our organization. We uphold the internationally recognized human rights standards and create an environment where everyone is valued equally. Our approach is rooted in fairness, providing equal opportunities to all, with performance at work being the sole and transparent criterion for evaluation and advancement.

A key tool in fostering equal opportunities and supporting the continuous development and lifelong learning of our team is the annual performance evaluation. This process not only ensures fairness and accountability but also plays a vital role in empowering our people to grow, thrive, and reach their full potential.

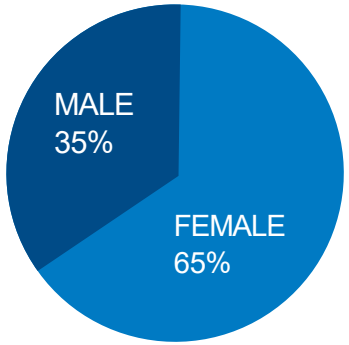
We have also developed and put in practice a Policy against Violence and Harassment at the workplace. Marine Tours has zero tolerance against such incidents and is committed to taking any measure to prevent incidents of violence or harassment in the workplace.

OUR PERFORMANCE

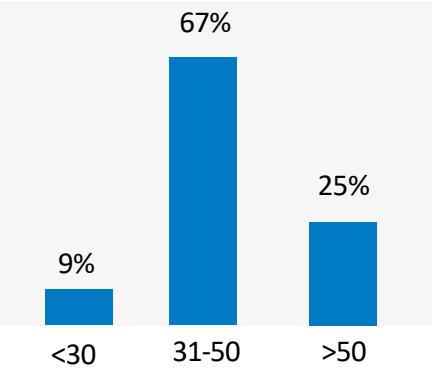
At Marine Tours, we deeply value diversity and are steadfast in our commitment to providing equal opportunities for all, regardless of cultural, demographic, or personal characteristics.
Our dedication to inclusivity ensures that every individual is respected and given the same chance to succeed and contribute.

This is reflected in the percentage of women in our total workforce, which was accounted for 65% in 2023.

Employees per genter (%)



Employees per age (%)



Employees' breakdown per gender and rank	2023		
	Men	Women	TOTAL
Directors	2 (50%)	2 (50%)	**4**
Managers	5 (63%)	3 (38%)	**8**
Employees	21 (30%)	48 (70%)	**69**
Total	28 (35%)	53 (65%)	**81**

Basic salary and remuneration of women to men	2023
	Women to men ratio
Directors	0,466
Managers	0,508
Employees	1,827

Employees' breakdown per age group and rank (2023)	<30		31-50		>50		TOTAL
	Number	%	Number	%	Number	%	
Directors	-	-	6	75%	1	25%	**4**
Managers	-	-	6	75%	2	25%	**8**
Employees	7	10%	45	65%	17	25%	**69**
Total	7	8,6%	54	66,7%	20	24,7%	**81**

SOCIAL CONTRIBUTION

Going beyond merely meeting the financial expectations of our shareholders or maximizing financial value, we are deeply committed to continuously enhancing the socioeconomic impact of our activities, ensuring that our business growth contributes positively to society as a whole.

We prioritize sustainable practices that foster long-term well-being for all stakeholders, reflecting our dedication to both economic success and social responsibility.

In recent years, we have actively supported a wide range of social causes, including charities focused on healthcare and social assistance such as Nosilia (palliative care for chronic patients), Amymone (disabilities), Schedia Magazine & NGO (homelessness), WIN Hellas (women's empowerment), and many others. Building on this foundation, we continued to expand our efforts in 2023, addressing additional areas of need while staying committed to our core pillars: Children, Education, Social Inclusion, and Emergency Response.

As a responsible corporate citizen, we are dedicated to being a positive force for change, creating lasting value for all our stakeholders. We actively seek opportunities to make meaningful contributions that drive progress, sustainability, and shared success. To this end, our responsible social actions for 2023 cover the following 4 main pillars:

CHILDREN

EDUCATION

SOCIAL INCLUSION

EMERGENCY RESPONSE

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.

ELEPAP

ELEPAP is renowned for its impactful work in empowering children with disabilities. Renewing our collaboration with the organization for another year, we provided support by covering the annual cost of several treatment programs for ELEPAP's 'wonder kids'.

Iliahtida (Sunshine)

Iliahtida (Sunshine), the Pancretan Association of Parents and Friends of Children with Neo-plastic Disease, is a Crete-based organization committed to supporting children battling cancer and their families. Building on our unwavering support for Iliahtida's mission since 2019, we extend our financial support for another year, reinforcing their efforts to stand by those in need.

Merimna

MERIMNA provides unwavering support to children and their families during their most challenging moments, offering care and assistance in times of life-threatening illness and loss to safeguard their well-being and quality of life. In 2023, we were honored to contribute to MERIMNA's initiatives, enabling the organization to create a meaningful impact for those navigating profound hardships.

Floga

FLOGA, the Parents Association of Children with Cancer, is dedicated to supporting children battling cancer and their families by advocating for improved medical, psychological, and social care. As a sponsor of the "Greek Maritime Golf Event 2023", we proudly contributed to advancing FLOGA's mission, 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. As a sponsor of the "Golf Events 18 Enterprise & Marine 2023", we proudly contributed to this essential cause, supporting the organization's mission to create a brighter and more equitable future for those in need.

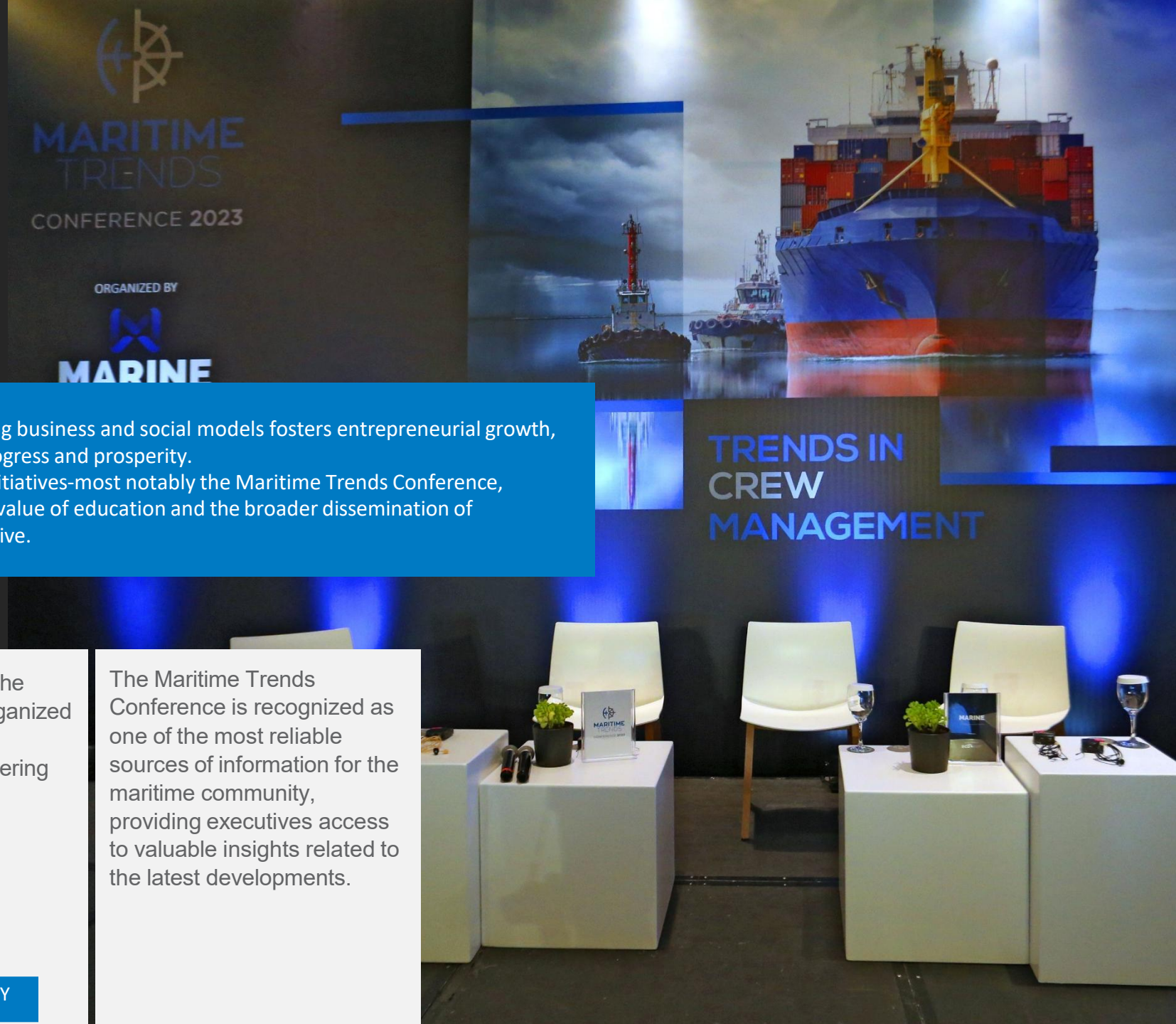
EDUCATION

Access to a knowledge-driven society and to forward-thinking business and social models fosters entrepreneurial growth, positioning knowledge as a powerful catalyst for societal progress and prosperity.
With this vision in mind, we organize a series of impactful initiatives-most notably the Maritime Trends Conference, a premier event in the shipping industry-that champion the value of education and the broader dissemination of knowledge, empowering individuals and communities to thrive.

Every year, since 2013, we proudly organize the Maritime Conference "Trends in Crew Management", aiming to offer shipping executives high quality updates on the latest industry trends and facilitate the dissemination of innova-tion and know-how.

Due to the pandemic, the conference was not organized during 2020-2022, but resumed in 2023, delivering a highly impactful and dynamic return.

The Maritime Trends Conference is recognized as one of the most reliable sources of information for the maritime community, providing executives access to valuable insights related to the latest developments.



SOCIAL INCLUSION

While societies advance, there are individuals and communities that are left behind, creating a disconnect with the European Green Deal's vision of a "just transition". We firmly believe that true progress can only be achieved when we move forward together. To foster social cohesion, it is essential to support those who lack visibility and opportunities. In this effort, we collaborate with organizations and charities that go beyond simply providing assistance. We empower vulnerable individuals and groups, ensuring a more inclusive, equitable, and prosperous society for all.

Charity Association "Aggalia"

In an era where the value of family becomes even more important, "Aggalia" (The Hug) supports vulnerable families with a focus on women (vulnerable pregnant women, very young mothers), but also single parents and multi child families in general. Continuing our collaboration with "Aggalia" and our support to its critical mission, we gathered clothing and basic necessities for their organization.

Panhellenic Association of the Blind

We firmly believe that individuals with disabilities deserve genuine empowerment and full recognition as valued, active contributors to society. Their abilities and potential should be celebrated, and we are committed to fostering an inclusive environment where they are respected, supported, and given equal opportunities to thrive. This belief drives our unwavering support for the Association's annual Christmas Charity Fundraiser.

Panhellenic Association of Retired Officers of Greek Police

For yet another year, we also participated in the Christmas Charity Fundraiser of the association and offered our contribution to their many-sided charity activities.

Άλμα Ζωής (Panhellenic Association of Women with Breast Cancer)

Supporting Άλμα Ζωής (Panhellenic Association of Women with Breast Cancer) with donations for Women's Day and participating in the "Race for the Cure", furthering awareness and empowerment for women battling breast cancer.

EMERGENCY RESPONSE

In an era defined by unparalleled crises, responding to such emergencies reflects the care-driven mindset that underpins our daily operations, including our unwavering commitment to Duty of Care and Crisis Management. That's why we have dedicated a part of our resources to addressing humanitarian emergencies, ensuring we stand ready to help when it matters most.

In addition to its ongoing commitment to social empowerment, Marine Tours remains ever-ready to respond swiftly and effectively to unforeseen critical events, environmental crises, and humanitarian disasters.

Turkey earthquake

In 2023, moved by the devastating earthquake in Turkey, we responded to Turkish Airlines' call for support by donating 150 sets of blankets, one for each of our employees. Thanks to the heartfelt contributions of our team, we expanded our assistance with additional essential supplies, standing united in solidarity to sup- port our neighbors in need and uphold the true essence of humanity

Bee for planet initiative

We respond to the call of the NGO "Bee for planet" to strengthen beekeeping in Evros, offering 1200 kg of food for bees, necessary for their survival in winter.
This initiative has multiple benefits for the environment and society, among which the support of biodiversity in Evros and the strengthening of local families.

Floats in Thessaly from Daniel

Marine Tours, in response to the devastating impact of Daniel in September 2023 in Thessaly, reaffirmed its unwavering commitment to supporting those in need. By donating and shipping office furniture, including desks, cabinets, and shelves, to the Municipality of Larissa, we contributed to fulfilling essential municipal infrastructure needs.

OUR STRATEGY FOR TOMORROW

Our social empowerment strategy for the midterm future is built upon a foundation of

4 key priorities

Continue to **sustain and broaden** our core initiatives across key pillars, including Children, Education, Social Inclusion, and Emergency Response, while exploring new opportunities to deepen their impact and reach. Our goal is to enhance these efforts and ensure they remain adaptive, effective, and aligned with evolving societal needs.

Stay vigilant and prepared in our Emergency Response efforts to major crises. In light of critical geopolitical events that threaten human rights, we are ready to support those in need—whether due to natural disasters or other emergencies—both in Greece and beyond. Our goal is to continually enhance our capacity to make a meaningful, positive impact , ensuring we can act swiftly and effectively when a crisis strikes.

Foster a culture of our people's active engagement to social causes, always staying open to new volunteering opportunities. We are committed to empowering our team to contribute their time, skills, and care to make a difference in the communities we serve.

Mobilize our company and people to take meaningful action in support of the environment, focusing on protecting the ecosystems in the areas where we operate and promoting a sustainable economic model that thrives within them. We are committed to fostering environmental stewardship and creating a lasting, positive impact through initiatives that drive both ecological and economic sustainability.

FROM VISION TO ACTION FOR RESPONSIBLE GOVERNANCE

05

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 robust corporate governance framework that ensures its optimal operation.

At the top of this structure is the Board of Directors (BoD), authorized to make pivotal decisions on key company matters. The BoD is responsible for defining, approving, and periodically updating the company's policies and strategic direction to align with its evolving needs. Additionally, the BoD plays a critical oversight role, auditing the performance of management and monitoring the company's activities.

The selection and appointment of the BoD members, including the Chairman, are based on the personal discretion of the company's majority shareholder and CEO, who consider each candidate's experience, skills, and contributions to the company. The Chairman is a non-executive member, while the CEO also serves as the Vice-Chairman of the BoD in an executive capacity. Due to the company's family-owned nature, this dual role facilitates a more streamlined and efficient decision-making process.

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

Board of Directors		
Full Name	**Role**	**Gender**
George Oikonomou	Chairman	Male
Konstantinos Oikonomou	Vice-chairman 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**	**>50**	**TOTAL**
	0	1 (25%)	3 (75%)	4

Suggestions and potential critical concerns raised by the company's stakeholders through established communication channels are carefully reviewed, assessed, and, where appropriate, communicated to both management and the Chairman of the Board of Directors (BoD) for further action or decision-making.

Given the nature of our operations, there were no significant or adverse impacts affecting our stakeholders in 2023. As a result, no critical concerns have been reported to date.

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 the challenges related to sustainability.
This continuous learning fosters a shared knowledge base among the BoD, reinforcing the company's commitment to sustainable growth and ensuring its long-term success in a rapidly evolving global landscape.

The BoD holds ultimate accountability for overseeing the company's sustainability performance at a strategic level. It evaluates the effectiveness of implemented initiatives, ensuring ongoing improvements and alignment with long-term sustainability goals.

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. Furthermore, the company's strong culture of transparency significantly minimizes the likelihood of such conflicts. In 2023, no conflicts of interest were identified within the company's operations.

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 communication of the next steps for each goal that has been set.

Remuneration policies

Executive compensation is determined using a structured grading system, developed based on a comprehensive study conducted by external consultants. In addition to the base compensation, additional benefits, such as bonuses, are provided to all employees, contingent upon the company's annual performance and individual evaluations.

Process to determine remuneration

The remuneration process is guided by the company's Salary Policy, which applies to all employees and considers factors such as grading, performance, and individual evaluations. Employee compensation is subject to approval by the company's Board of Directors and shareholders.

MANAGEMENT OF CORE ESG & SUSTAINABILITY MATTERS

To effectively manage ESG and sustainable development issues across our operations, a dedicated steering team/task force of executives has been established, comprising representatives from all key company departments—Marketing, Human Resources, Operations, Finance & Accounting, and IT. This team's mandate is to monitor, assess, and evaluate the company's sustainability impacts, gather essential data for the annual ESG Report, and address all ESG and sustainable development matters, with a focus on continuous performance improvement. Additionally, the team members serve 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 is also responsible for developing and updating, as needed, the organization's purpose, values, mission statements, strategies, policies, and goals related to sustainable development. These are presented for approval by the CEO and the Board of Directors. The task force reports directly to the CEO, who ensures that the Board of Directors is informed, thereby maintaining alignment with the company's overall strategic objectives.

The CEO and the Board of Directors are responsible for reviewing and approving the information presented in the annual sustainability report, including the company's material topics identified through the materiality assessment process. They also oversee the company's due diligence and other processes designed to identify and manage the organization's economic, environmental, and social impacts.

COMPLIANCE AND BUSINESS ETHICS

Operating with responsibility and ensuring full compliance with all applicable laws and regulations are cornerstones of our business.

Our foremost priority is to consistently provide the best experience for our clients, while upholding the highest standards of ethics and integrity.

We are fully committed to strict adherence to all relevant laws, regulations, and policies in everything we do.

Code Of Conduct

To ensure a shared understanding among our staff of the high integrity standards we uphold, we remain committed to adhering to our Code of Conduct, which offers guidance and support on these crucial matters. Our Code of Conduct outlines the ethical and legal standards by which both the organization and its individuals should operate. It serves as a framework for our daily activities and provides direction for handling challenging situations. We ensure that all employees are familiar with the company's Code of Conduct, and every new hire receives a copy upon joining. Additionally, we plan to reinforce the adoption of these principles by integrating the values of responsible conduct and business ethics into our training programs. To further this commitment, we will initiate a series of training sessions throughout 2024 for all employees, focusing on the Code of Conduct and its application in our operations

Anti-Competitive Behavior

Marine Tours is committed to fair competition and strives to fully meet the needs of its clients. The company maintains a strong stance against unethical business practices and does not engage in any actions that would compromise its integrity to gain a competitive edge. Practices such as the theft of proprietary information or the unauthorized possession of trade secrets are strictly prohibited.

Anti-Corruption

The company strongly opposes and prohibits any forms of corruption, extortion, or bribery. All employees are required to act in full accordance with the company's Code of Conduct, upholding the highest ethical standards in all their professional interactions.

Compliance with Laws and Regulations

In 2023, there were no significant instances of non-compliance with laws and regulations, corruption, or anti-competitive behavior.

INNOVATION AND DIGITAL TRANSFORMATION

Since 2019, we have been actively pursuing a comprehensive digital transformation, harnessing advanced technologies and innovative solutions across every aspect of our business. Our commitment goes beyond merely adopting new technologies—we are fundamentally reengineering our operations to achieve meaningful improvements and deliver real, lasting value to our clients.

At Marine Tours, our digital transformation strategy focuses on boosting productivity by streamlining the collection and storage of data from diverse sources and databases.

This approach not only simplifies our business processes but also enhances overall quality and strengthens the security of our operations.

We are actively embracing and driving digital transformation as an ongoing process

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

Installation of new 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.

Cloud technologies for flexibility, security and reliability.

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

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, in an external data center and in the cloud for enhanced data security, improved management and business continuity.

UPS systems upgrade with better energy efficiency and better uptimes for the smooth operation of the organization.

Transition to cloud e-mail system for improved access from anywhere and any device, automatic backup, increased security provided by a trusted partner (Microsoft) and cost reduction.

Electronic filing system upgrade (internally and in the cloud) for access from everywhere with improved availability, speed and data security.

Installation of systems and software for remote work for all employees, necessary for operation during the period of Covid-19.

Access to company's information from mobile phones and tablets via 5G for better accessibility.

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

Development of information 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.

Introduction 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.

Strategic cooperation with data center and cloud providers and the development of a Business Continuity plan to ensure the company's uninterrupted operation.

CRISIS MANAGEMENT AND BUSINESS CONTINUITY

We have developed and continually refine a comprehensive Business Continuity Plan to safeguard the company against potential threats. This plan is designed to minimize both the quantitative and qualitative impacts of operational disruptions, while enhancing the resilience of our processes and ensuring the continuity of essential business functions.

The plan involves the below 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

Marine Tours takes a proactive stance on information security and corporate data protection. We have established an integrated security framework that thoroughly addresses the company's information security requirements. In alignment with the ISO 27001 standard for best practices, our system seamlessly integrates people, processes, and technology to provide comprehensive and robust protection.

We have implemented a set of detailed information security policies and procedures, clearly outlining roles and responsibilities across key areas, including IT infrastructure management, system development and maintenance, communication security, supplier relationships, security incident management, business continuity, and compliance with regulatory and legal obligations

The primary objective of this technology is to safeguard data by implementing advanced security measures at every level, ensuring robust protection throughout.

Our security architecture is built on **seven key pillars,** enabling the protection of valuable information across three critical dimensions: the use of artificial intelligence technology, the training of human resources, and the implementation of robust policies and procedures.

The pillars of our security architecture area

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

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.

By leveraging advanced correlation techniques and continuous monitoring, we are able to identify both internal and external threats to the organization. This process triggers the appropriate information security teams based on the company's policies and initiates automated processes to swiftly mitigate and prevent these threats.

CYBER SECURITY AWARENESS TRAINING FOR EMPLOYEES

Human behavior plays a pivotal role in cybersecurity.
To bolster our defenses against digital threats, we offer specialized training seminars designed to equip employees with the crucial cybersecurity knowledge and skills they need. These sessions empower employees to recognize and address risks effectively, both in the workplace and in their personal digital environments.

PROTECTION OF PERSONAL DATA

At Marine Tours, safeguarding the personal data of our clients and travelers is a top priority. We have developed and implemented a comprehensive Data Protection Policy that fully complies with relevant European and national laws and regulations. Our commitment is to uphold the highest standards of data security and privacy for all personal information entrusted to us.

To support this, we have established robust technical and organizational frameworks designed to protect personal data and manage associated risks. These include advanced encryption technologies, virus protection, firewall systems, and security measures that prioritize protection both by default and by design.

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 2023.

The company's target for the next year regarding innovation and digital transformation are presented at page 30.

METHODOLOGY & REPORTING STANDARDS

06

Report Methodology

GRI Standards Content Index

REPORT METHODOLOGY

This is our second 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 S.A. in Greece for the period 1/1/2023-31/12/2023.

This is our second 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 S.A. in Greece for the period 1/1/2023-31/12/2023.

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.

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 01/04/2025.

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

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Email: marketing@marinetours.gr
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GRI STANDARDS CONTENT INDEX

Statement of use	Marine Tours has reported in accordance with the GRI Standards for the period 1/1/2022-31/12/2023.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	N/A

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
GENERAL DISCLOSURES			
GRI 2: General Disclosures 2021	2-1 Organizational details	p.: 69	
	2-2 Entities included in the organization's sustainability reporting	p.: 69	
	2-3 Reporting period, frequency and contact point	a. 1/1/2023-31/12/23 b. annual c. p.:69	
	2-4 Restatements of information	p: 32,60	
	2-5 External assurance	p.: 69	
	2-6 Activities, value chain and other business relationships	p.: 6, 9-10, 12	
	2-7 Employees	p.: 40	
	2-8 Workers who are not employees	p.: 40	
	2-9 Governance structure and composition	p.: 57	
	2-10 Nomination and selection of the highest governance body	p.: 57	
	2-11 Chair of the highest governance body	p.: 57	
	2-12 Role of the highest governance body in overseeing the management of impacts	p.: 58	
	2-13 Delegation of responsibility for managing impacts	p.: 58	
	2-14 Role of the highest governance body in sustainability reporting	p.: 60	
	2-15 Conflicts of interest	p.: 58	

* 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.: 59	
	2-19 Remuneration policies	p.: 59	
	2-20 Process to determine remuneration	p.: 59	
	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, 26-27, 60, 66	
	2-24 Embedding policy commitments	p.: 30-33, 60, 61, 65-67	
	2-25 Processes to remediate negative impacts	p.: 30-32, 35, 48-49, 44-45, 60-61	
	2-26 Mechanisms for seeking advice and raising concerns	p.: 58	
	2-27 Compliance with laws and regulations	p.: 60	
	2-28 Membership associations	p.: 23	
	2-29 Approach to stakeholder engagement	p.: 21-22	
	2-30 Collective bargaining agreements	p.: 38	

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
MATERIAL TOPICS			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p.: 24	
	3-2 List of material topics	p.: 25	
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.: 31-32	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p.: 32	
	302-3 Energy intensity	p.: 32	
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	p.: 32	
	305-4 GHG emissions intensity	p.: 32	

* 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.: 35	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p.: 35	
	306-2 Management of significant waste-related impacts	p.: 35	
	306-3 Waste generated	p.: 35	
	306-4 Waste diverted from disposal	p.: 35	
	306-5 Waste directed to disposal	p.: 35	
CORPORATE GOVERNANCE, BUSINESS ETHICS, COMPLIANCE AND INTEGRITY			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 60	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	p.: 60	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p.: 60	
INFORMATION SECURITY AND PRIVACY PROTECTION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 65-67	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of client privacy and losses of customer data	p.: 67	

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
HEALTH, SAFETY AND WELL-BEING			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 44-47	
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. 44-46, 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.: 44-45	
	403-3 Occupational health services	p.: 45	
	403-4 Worker participation, consultation, and communication on occupational health & safety	p.: 45	
	403-5 Worker training on occupational health and safety	p.: 46	
	403-6 Promotion of worker health	p.: 46	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p.: 12, 33, 46	
	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. 44-46, 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.: 47	
	403-10 Work-related ill health	p.: 47	

GRI STANDARDS	DISCLOSURE	PAGE	OMISSION
INNOVATION AND DIGITAL TRANSFORMATION			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 62-63	
TRAINING AND DEVELOPMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 42-43	
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	p.: 42-43	
EQUAL OPPORTUNITIES, DIVERSITY, INCLUSION AND HUMAN RIGHTS			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 48-49	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p.: 49, 58, percentage of women in Board of Directors: 50%	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p.:48	
PROMOTION OF RESPONSIBLE TRAVEL			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.: 33-34	

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