



# SUSTAINABILITY REPORT

2020



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# CONTENTS

Message from the CEO	4	<b>40</b>	<b>ENVIRONMENT</b>
About the Report	5	<b>42</b>	Energy consumption and greenhouse gas emissions
<b>FLISVOS MARINA</b>	<b>6</b>	<b>46</b>	Water quality monitoring and water management
Flisvos Marina at a glance	8	<b>49</b>	Waste management and circular economy
Governance framework	10	<b>52</b>	Biodiversity protection
Yacht accommodation in 2020	12	<b>53</b>	Environmental compliance
Awards and distinctions	14	<b>54</b>	<b>CARING FOR OUR PEOPLE</b>
Active support and participation	15	<b>56</b>	Employment practices
<b>SUSTAINABLE DEVELOPMENT</b>	<b>16</b>	<b>59</b>	Employee health and safety
Our approach to sustainability	18	<b>62</b>	Employees' training and development
Communication with stakeholders	20	<b>64</b>	Human rights, diversity and equal opportunities
Material issues	24	<b>66</b>	<b>ANNEX</b>
<b>RESPONSIBLE OPERATION</b>	<b>26</b>	<b>68</b>	Report methodology
Safety and quality management	28	<b>69</b>	GRI Content Index
Customer and visitor satisfaction	33	<b>77</b>	AA1000AP Accountability Principles Standard (2018) table
Procurement management	37	<b>78</b>	Independent external assurance report
Customer data protection	38		
Social contribution	39		



## MESSAGE FROM THE CEO

It is with great pleasure that we welcome you to the third consecutive Sustainability Report with the aim of presenting, in accordance with the international standards, our sustainability strategy and performance for the past year. 2020 was a year marked by continuous challenges, both economically and socially due to the health crisis caused by the coronavirus outbreak. LAMDA Flisvos Marina A.E. with dedication and responsibility, adapted fast to the current situation without diverging from the standards of business ethics and corporate social responsibility while constantly promoting the philosophy of environmental, economic and social sustainability.

For 19 years, since the beginning of Flisvos Marina's operation, sustainable development has been our main priority and an integral part of our values and activities. Every year, we aim to create added value for our shareholders, employees, customers, visitors, and we demonstrate this in practice, by implementing actions for the society and the environment.

More specifically, during 2020 Flisvos Marina's environmental actions focused on further reducing energy consumption and the corresponding greenhouse gas emissions, ensuring marina's water quality, proper waste management and circular economy as well as water consumption management. In addition, the application of digital technology, replaced the need to use paper licensing for vehicles and contractors entering the port's area, therefore achieving a reduction in paper consumption by 11%, while continuing to manage 100% of the waste generated at the facility in an environmentally sound manner.

Furthermore, we succeeded in providing positive results regarding the Health and Safety of our people, by minimizing risks in the workplace. In order to promote Health and Safety, during 2020 we invested in the growth and development of our people, by significantly increasing the hours of training programs provided for their theoretical and practical knowledge. By applying the principles of prevention and protection, we have effectively reduced the risk and for another year no injuries and no cases of coronavirus infection among our employees and customers were recorded.

During the pandemic, we supported social organizations and vulnerable social groups, offering our facilities to host their events, and giving few but important donations to health institutions.

Our goal for this year and the years to come, is to continue to operate as a leading model for the maritime tourism economy in our country. We demonstrate our responsibility and respect for people and the environment by publicizing our actions, aiming at the continuous improvement of our performance and the implementation of our vision.



For LAMDA Flisvos Marina S.A.,

**Stavros Katsikadis**

CEO

## ABOUT THIS REPORT

### **Flisvos Marina's Sustainability Report 2020 presents the company's sustainability strategy and performance.**

The aim of the report is to present Flisvos Marina's sustainability strategy and performance for the past year. The Report provides information on marina's material issues, as well as on the way the strategy and business activities create value for its people and stakeholders.

The Report complies with the highest standards of sustainability disclosure, as it has been developed in accordance with the requirements of GRI Standards and the AA1000AP (2018) standard.

The identification and prioritization of Flisvos Marina's material sustainability issues have been conducted with the involvement of its stakeholders.

The validity of the relevant information presented in the Report is ensured by the certified systems applied within the company.

### **Contact point**

We will be happy to discuss about any sustainable development issue related to our operation. If you have any questions, do not hesitate to contact us.

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A nighttime photograph of a yacht's hull on the left, with a city skyline and marina lights across the water in the background. The sky is dark with some stars visible.

# FLISVOS MARINA

- 08 FLISVOS MARINA AT A GLANCE
- 10 GOVERNANCE FRAMEWORK
- 12 YACHT ACCOMMODATION IN 2020
- 14 AWARDS AND DISTINCTIONS
- 15 ACTIVE SUPPORT AND PARTICIPATION



# FLISVOS MARINA AT A GLANCE

WITH NEARLY TWO DECADES OF PRESENCE AT THE TOURIST PORTS SECTOR IN GREECE AND A SHARE, BASED ON REVENUE, REACHING NOW 22% OF THE DOMESTIC MARKET, FLISVOS MARINA HOLDS THE FIRST PLACE AMONG THE COUNTRY'S TOURIST PORTS, CONSTITUTING THE ULTIMATE DESTINATION FOR YACHT OWNERS FROM ALL OVER THE WORLD.



**303**  
BERTHS



**6,200** M<sup>2</sup>  
LAND  
DEVELOPMENT



**25**  
ACRES OF  
GREEN AREA



**50%**  
BERTHS  
FOR YACHTS > 35m

LAMDA Flisvos Marina S.A. was established in 2002 and its headquarters are located in Palaio Faliro, Athens. Operating exclusively in Greece in the field of development, operation and management of the Tourist Port of Flisvos with the aim of developing, upgrading and managing the land and sea infrastructure of Flisvos Marina.

The facilities of Flisvos Marina include 303 berths. More than half of these berths have been designed to accommodate yachts larger than 30m in length. The operation of marina is aligned with the highest international standards, serving the individual needs of large yachts (mega yachts). Marina's facilities cover to a great extent the corresponding domestic need for berthing, constituting at the same time a pole of attraction for regular visitors from all over the world.

In terms of infrastructure, it is the first time that a marina with a land development of 6,200 m<sup>2</sup> was created in Greece, which, in addition to the leisure facilities (restaurants, cafes, take away, playground), includes commercial uses (shops for marine equipment, sportswear etc.). At the same time, it serves as a "green lung" in the southern suburbs, as it has 2.5 hectares of greenery.

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The yacht owners and crew, as well as the city's residents, enjoy commercial and recreational activities in an attractive environment surrounded by green spaces by the sea.

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This model had already been successfully implemented in various other countries and has been proven to be just as successful in Greece.

Flisvos Marina has also two main parking areas for exclusive use by its visitors, with a total capacity of more than 544 vehicles.

## VISION AND VALUES

### Vision

Flisvos Marina's vision is to create a small-scale model of a town with meticulous architectural aesthetics on a human level, perfectly harmonized with the marine environment of the Athenian Riviera. To preserve it, we plan, take action on a daily basis and invest in remarkable projects based on human and the environment.

We are committed to being a tourist attraction on the south coast of Athens, which combines harmoniously high-quality berthing services with recreation, sports and gastronomy.

The Company aims at providing its customers with high quality products and services that meet their needs in a direct and efficient way, and always in an environmentally friendly way.

### Values

The core values of the Company are:

- respect for the environment,
- optimal and quick response to customer needs and requests,
- continuous improvement and development,
- care for people.

## OUR STORY

Cities by the sea have been existing in the Mediterranean culture, from ancient times until today. That is exactly what we set out to do at a smaller scale: create a "small city" by the sea, boasting a Mediterranean design with clear, simple lines: beautiful, clean, green and safe. Friendly and bright, with functional spaces that can meet different requirements.

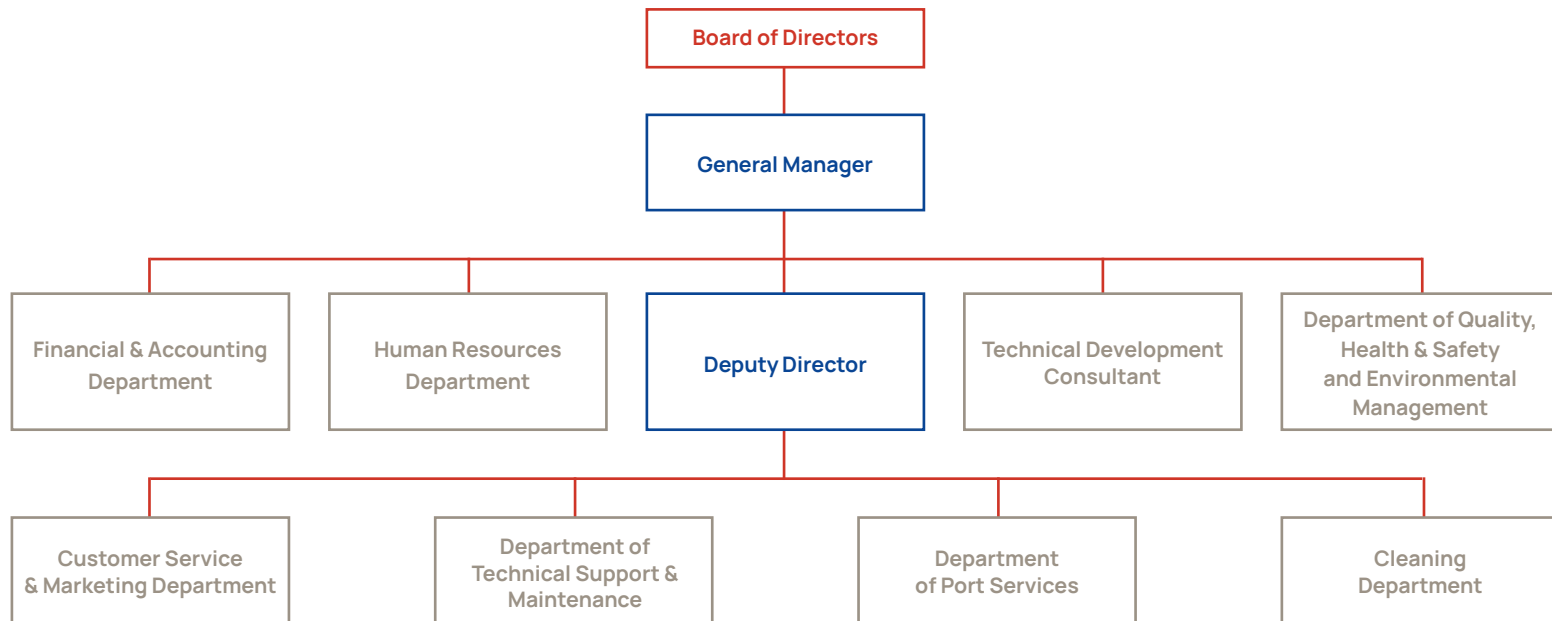
Flisvos Marina is a testament to the fact that sustainability and luxury are not incompatible. They can coexist harmoniously, under the clear blue sky of Attica, offering each of our guests and visitors a truly unique experience.

# GOVERNANCE FRAMEWORK

WE IMPLEMENT AN APPROPRIATE GOVERNANCE FRAMEWORK FOCUSED ON THE ACHIEVEMENT OF A SUSTAINABLE DEVELOPMENT AS WELL AS THE CREATION OF VALUE FOR OUR STAKEHOLDERS.

The highest governance body of the Company is the Board of Directors, while at the same time a leadership team has been appointed, consisting of the CEO and 6 more members who lead the 7 main departments

of the Company. Flisvos Marina's leadership team defines the strategy, the goals and the values of the Company.



## Development of a Code of Conduct

Aiming to further strengthen its operational framework, the Company proceeded in 2020 with the development of a Code of Conduct, which will be implemented within 2021.

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## RISKS AND OPPORTUNITIES MANAGEMENT

**The Company has established and implements a risk management process in order to analyze its operating environment, identify threats and seize opportunities, as well as assess the risk associated with them.**

The risk assessment methodology includes the evaluation of data derived from the Company's operating environment analysis as well as the level of compliance with the applicable legislation. For this purpose, regular staff meetings are being held between the Company's executives.

The risk assessment is revised annually before the review of Quality, Health & Safety and Environmental Management Systems, as well as

when changes are introduced to the legal or regulatory environment.

Furthermore, revision of the risk assessment is also conducted in case of an event with a significant impact on the Company's operation or the environment, as well as in case of changes (planned or emergency ones) that affect the management systems (new activities, new facilities, equipment and materials, urgent needs etc.).

The results of the risk assessment process are evaluated during the annual review of the Management Systems and the planned actions form part of the quality, safety & health and environmental program of the Company and are communicated to the relevant departments.

Following this, the precautionary measures and actions to be taken in order to minimize the risk are defined. The higher the risk, the more drastic the immediate measures, in order to eliminate, isolate or reduce it.

The risk management measures and the actions taken by the Company are monitored by the relevant departments, through action plans, in which both the time and the person responsible for implementing them are being recorded.



# YACHT ACCOMMODATION IN 2020

MARINA'S ECONOMIC GROWTH COMES IN HAND WITH THE DEVELOPMENT OF ITS SUSTAINABILITY PLAN, SINCE THE INCREASE OF ITS REVENUES IS TRANSLATED INTO GREATER INVESTMENTS FOR THE ENVIRONMENT, HUMAN RESOURCES AND SOCIETY.



**100%**  
BERTH OCCUPANCY  
IN 2020



**22%**  
SHARE OF THE  
DOMESTIC MARKET

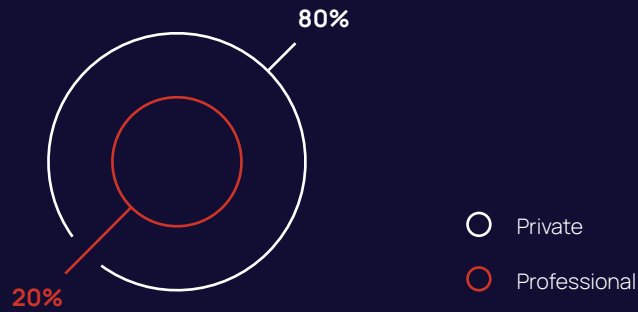
The main goal of the Company is to upgrade its services, so that the marina becomes an attraction to mega yachts from abroad and consequently improve maritime tourism in Greece.

In 2020, 303 permanent yachts with flags from various countries around the world, were berthed in Flisvos Marina, with the most common ones belonging to the United Kingdom, Malta, Cayman Islands and Greece.

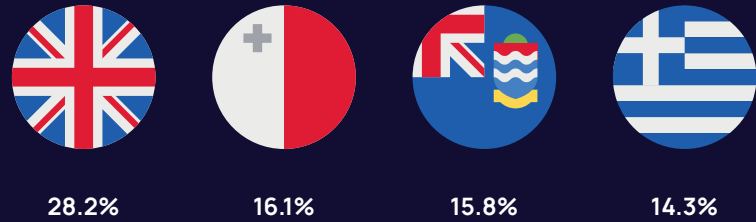
During 2020, there was a significant increase of 7% in the total number of berthed yachts, while on the contrary the total number of transit yachts decreased by 46%, which can be attributed to the reduced number of available berths, due to the increase of permanent yachts with berthing contracts on an annual basis. This fact reinforces marina's profile as a home port.



### Permanent yachts categories 2020



### Flags of the total number of yachts served in 2020



The yacht categories that were served during 2020 are presented, according to their size, in the following table.

CATEGORIES (m)	Number of yachts		
	Permanent	Transit/ Arrivals*	Total
Up to 10	1	31	32
10-12	3	20	23
12-15	20	19	39
15-20	46	22	68
20-25	58	16	74
25-30	47	27	74
30-40	84	32	116
40-50	27	30	57
50-60	14	10	24
Over 60	3	5	8
<b>TOTAL</b>	<b>303</b>	<b>212</b>	<b>515</b>

\* Concerns the movement of transit yachts.

# AWARDS AND DISTINCTIONS

OUR CONTINUOUS EFFORTS FOR QUALITY OPERATION HAVE RESULTED IN RECEIVING SIGNIFICANT AWARDS AND DISTINCTIONS DURING THE LAST FEW YEARS.

Flisvos Marina has managed to be at the top of the best marinas globally, as it holds the «5 Gold Anchors Platinum» which is Yacht Harbour Associations' (TYHA) highest distinction for its Global Gold Anchor Scheme.

The marina became the second mega yacht marina at European level to receive Platinum accreditation, and at the same time the first and only marina in the Southeastern Mediterranean to surpass the five Golden Anchors.

In 2020, Flisvos Marina received one more certification, concerning the international standard ISO 45001:2018 for Health and Safety, while since 2008 it is certified with the international standards ISO

9001 and ISO 14001 by Lloyd's Register Group.

In addition, our efforts to maintain the excellent water quality at the marina, have resulted in being awarded with the Blue Flag for the last 10 years.

In 2019, Flisvos Marina was distinguished for the quality of its services as well as the strategic position it holds at the Athens Riviera with the Special Award of Excellence «Seven Stars Marina» at the SEVEN STARS LUXURY, HOSPITALITY AND LIFESTYLE AWARDS (SSLHLA).

Last but not least, Flisvos Marina received in 2018 the «EFQM Committed to Excellence-4star» distinction from the European Foundation for Quality Management (EFQM).



# ACTIVE SUPPORT AND PARTICIPATION

FLISVOS MARINA TAKES PART IN A VARIETY OF INITIATIVES, BOTH AT NATIONAL AND INTERNATIONAL LEVEL, WITH THE INTENTION TO FOLLOW THE LATEST DEVELOPMENTS IN TOURIST PORTS, SO AS TO ENSURE THE INTERESTS OF THE SECTOR AND PROMOTE THE COUNTRY'S MARITIME TOURISM.

Flisvos Marina is an active member of:

- the Greek Marinas Association (GMA)
- the Yacht Harbour Association (TYHA)
- the Hellenic Marine Environment Protection Association (HELMEPA)
- the Greek Tourism Confederation (SETE)
- the Hellenic Society for the Protection of Nature (HSPN)
- the Alliance for Greece
- the European Foundation for Quality Management (EFQM)









# SUSTAINABLE DEVELOPMENT

- 18 OUR APPROACH TO SUSTAINABILITY
- 20 COMMUNICATION WITH STAKEHOLDERS
- 24 MATERIAL ISSUES

# OUR APPROACH TO SUSTAINABLE DEVELOPMENT

AT FLISVOS MARINA WE BELIEVE THAT RESPONSIBILITY BUILDS TRUST.  
WE OPERATE WITH THE RESPONSIBILITY OF AN INDUSTRY LEADER.

Sustainable development is a key strategic priority for Flisvos Marina and an integral part of its values and activities.

In this context, we protect in every possible way the environment, we take care of the health and safety of our people, customers and visitors, and we support social organizations and associations. We are committed to applying the principles of prevention and protection, disclose our actions and constantly improving our performance in terms of environmental protection and promotion.

We perceive this commitment as a social responsibility and contribute with our operation to maximize the value we provide to our customers, employees, shareholders, marina's visitors and other stakeholders.

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Improving our footprint in the economy, society and the environment is a long-term bet. We earn it day by day, year by year and every success is not a reason to sit back but a source of encouragement, in order to achieve our next set of goals.

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## CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

Having sustainability at the heart of our corporate culture, we express our commitment and contribute through our activity to the advancement of the Sustainable Development Goals.

The Sustainable Development Goals (SDGs) adopted by the United Nations aim to address the major challenges that humanity is facing worldwide, such as poverty, climate change, environmental protection, gender equality, hunger, provision of education etc.



**WE CARE FOR THE HEALTH AND SAFETY OF OUR PEOPLE, CUSTOMERS AND VISITORS.**



**WE INVEST IN PEOPLE WITH KNOWLEDGE AND PERSONAL DRIVE. WE PROVIDE OPPORTUNITIES FOR GROWTH AND DEVELOPMENT AND WE MAINTAIN A SAFE AND FAIR WORKING ENVIRONMENT.**



**WE RESPECT DIVERSITY AND PROVIDE EQUAL OPPORTUNITIES.**



**WE STRIVE FOR THE REDUCTION OF OUR ENVIRONMENTAL IMPACT THROUGH THE QUALITY, SAFETY & HEALTH AND ENVIRONMENTAL MANAGEMENT SYSTEM. THE ELECTRICITY WE CONSUME COMES EXCLUSIVELY FROM RENEWABLE SOURCES.**



**WE MONITOR OF WATER QUALITY AND COLLECT SAMPLES SEVERAL TIMES A YEAR IN COLLABORATION WITH THE UNIVERSITY OF PIRAEUS, COVERING A WIDE RANGE OF PARAMETERS TO ENSURE ITS QUALITY.**

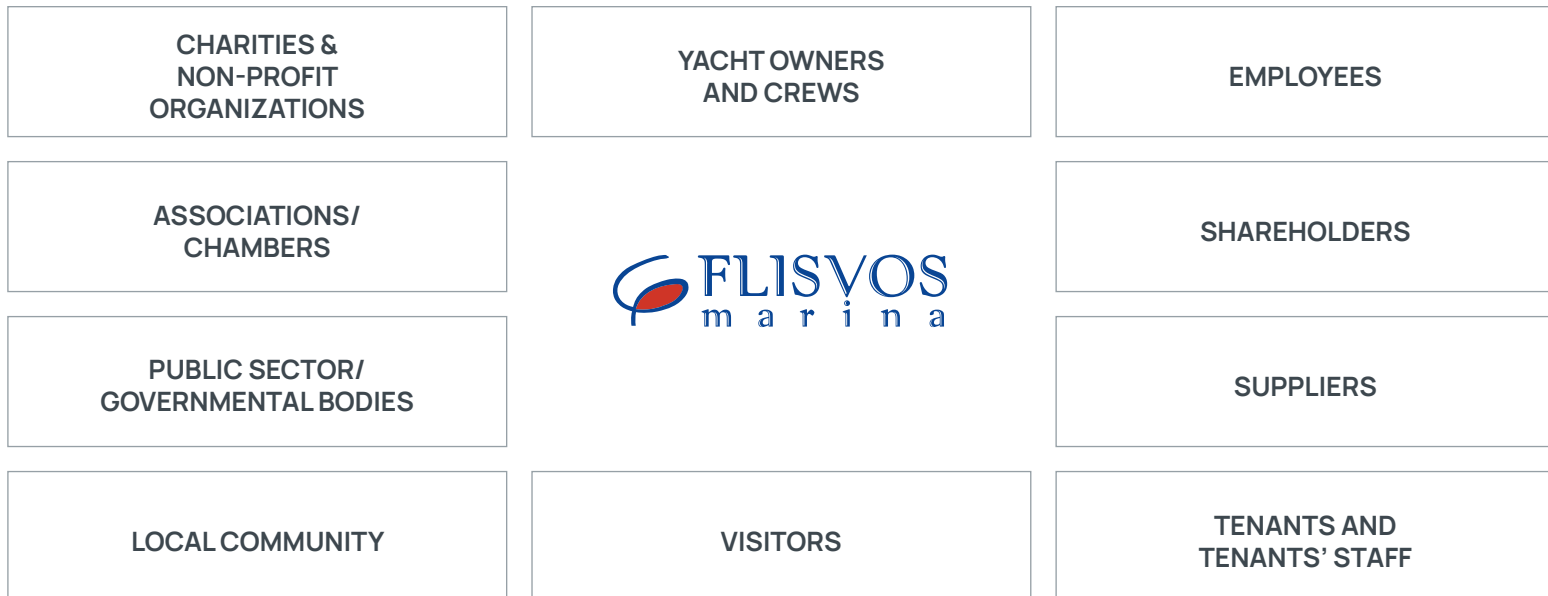
# COMMUNICATION WITH STAKEHOLDERS



OUR GOAL IS THE LONG-TERM VALUE CREATION FOR ALL OUR STAKEHOLDERS.

At Flisvos Marina, systematic and effective two-way communication with stakeholders lies at the heart of our actions and practices evaluation and planning.

We recognize as stakeholders those groups that influence and are influenced, directly or indirectly, by our activity.



The Company reviews and redefines its stakeholder groups, whenever needed, and in accordance with the procedures of its management systems.

Marina's communication with its stakeholders is necessary for the continuous improvement of its services, but also for the prompt response to their needs and expectations.

## STAKEHOLDERS

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## Engagement methods and key topics

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**Yacht owners and crews**

The Company, aiming at the continuous improvement of its services and the faster response to possible problems, is constantly informed about the wishes and needs of its customers. For this purpose, both customers' requests and complaints are recorded by marina's staff.

This effort is also supported by customer satisfaction surveys throughout the year.

Data collected is then evaluated through internal procedures aiming to identify the material issues for yacht owners and crews and to respond to them in the best possible way.

Some of the most important issues for this group, include customer satisfaction, as well as the marina's "responsible" operation, while another important factor is considered to be the continuous training of its staff, in order to increase employees' productivity towards timely and efficient customer service.



**Employees**

Interaction and communication between marina's employees and its Management is an important element for ensuring marina's smooth operation. In Flisvos Marina a culture of open two-way communication applies, regular meetings between the departments and the General Director are held, while also Annual Corporate Meetings are organized and an "open door" policy is applied.

Furthermore, as part of the Company's strategy, employees' active involvement is ensured in the Company's innovation and improvement processes, as well as work quality improvement.

The main topics of interest for employees are the implementation of the Company's strategy and the daily improvement of the Company's performance, as well as work issues, such as health and safety, training, and fair work practices.



**Shareholders**

The Company communicates with its shareholders, who are constantly informed about its performance. Moreover, shareholders have the opportunity, during the Annual General Meeting, to be informed about the financial results of the year, next year's budget, as well as various issues of general interest regarding the Company's activity.

Important issues for shareholders, are all issues related to the marina's operation, as they are closely linked with the return of their invested funds.

**STAKEHOLDERS**

**Engagement methods and key topics**



**Suppliers**

Effective procurement management is critical for the Company's operation. For this reason, the communication with the suppliers is constant, and depends on the Company's various needs.

Key issues of interest regarding procurement, is the responsible management of its supply chain, alongside the Company's financial performance, as it relates with its ability to build relationships with new suppliers and make timely payments.



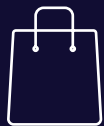
**Tenants and tenants' employees**

The quality of services provided and the overall marina's customer and visitor experience, depends to a great extent on marina's commercial tenants and their staff.

The marina's facilities include 26 spaces for renting, while currently 7 of them are used as restaurants, 7 commercial and take away shops, 13 are used as offices, and one as a playground.

To ensure the highest possible quality of service, marina's management is in constant communication with commercial tenants, in order to ensure that all the agreed procedures are followed. Additional areas of improvement may be identified as a result of the commercial tenants' satisfaction survey which takes place annually.

Most important issues for the commercial tenants include the Company's responsible operation and waste management. However, marina's financial performance is equally important, as a customer attraction and satisfaction indicator, which also affects significantly the commercial tenants' performance.



**Visitors**

The carefully designed aesthetics of Flisvos Marina's facilities has established it as a recreation area, with the attraction of visitors being important for both its operation and to its commercial tenants.

The Company in its constant effort to further improve the premises and the services it provides to its visitors, conducts an annual satisfaction survey which highlights issues that are considered important by visitors who seek a pleasant, high quality and safe recreational space. Visitors' topics of interest include safety, cleanliness and availability of parking areas.

## STAKEHOLDERS



### Local community

## Engagement methods and key topics

Marina's operation has multiple positive effects on the local community and leads to value creation for its economy. Flisvos Marina's Management communicates frequently with local community representatives, who can express their views and submit their requests, either through correspondence or scheduled meetings with Company's representatives.

As far as the local community is concerned, the main issues of interest are the quality of marina's operation, waste management and water quality, since any environmental degradation would translate into a direct impact on residents and the local economy.



### Public sector/ Governmental bodies

In order to handle issues related to its operation, the Company communicates with state authorities, such as audit bodies, emergency response agencies, etc.

Moreover, Flisvos Marina, actively participates in public dialogue and consultations so as to keep abreast of the latest developments in the field of maritime tourism in Greece.

The most important issues for governmental bodies, are fair work practices, employees' health and safety, responsible operation and environmental protection.



### Associations/ Chambers

Driven by its will for continuous improvement and immediate response to issues that affect its performance, Flisvos Marina participates through its representatives in meetings held by relevant associations and chambers, in order to highlight and address the main issues regarding the touristic ports' sector and maritime tourism.

Matters of interest for national level or international associations and chambers, are the responsible operation of companies in the industry, as well as the upcoming legislation which will introduce new requirements.



### Charities and Non- Profit Organizations

In order to support vulnerable social groups, Flisvos Marina supports the activities of various non-profit organizations. Through various meetings and communications that take place during the year, the Company has the opportunity to get in touch with non-profit organizations, in order to participate in the organization of social events to support their activities.

The key issues regarding marina's operation are social contribution and environmental protection.



# MATERIAL ISSUES

WE FOCUS ON THE MATERIAL SUSTAINABILITY ISSUES  
RELATED TO OUR OPERATION.

In order to identify and manage the most material sustainability issues related to the operation of Flisvos Marina, an update of its material issues was conducted, in accordance with the requirements of GRI Standards.

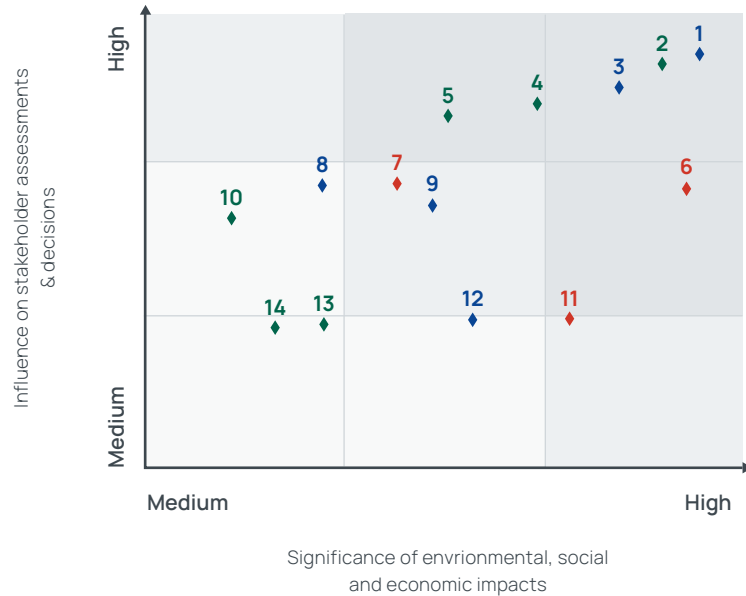
In this context and in order to apply the principles of GRI Standards for defining the Report's content (Stakeholder Inclusiveness, Sustainability Context, Materiality and Completeness), a structured

methodology was followed including the following steps:

- Identification of sectoral material issues
- Prioritization
- Verification of completeness and accuracy as well as validation of the results.



### Flisvos Marina materiality matrix



- |  |   |
|--|---|
| 1. Facilities security                                       | 8. Equal opportunities, diversity and human rights              |
| 2. Waste management and circular economy                     | 9. Business ethics  |
| 3. Health and safety of employees, customers and contractors | 10. Biodiversity protection                                     |
| 4. Environmental compliance                                  | 11. Complaints management                                       |
| 5. Water quality and water consumption management            | 12. Employees' training and development                         |
| 6. Customer satisfaction                                     | 13. Suppliers assessment with environmental and social criteria |
| 7. Value creation  | 14. Energy consumption and emissions                            |

- ◆ Environmental issues
- ◆ Human resources related issues
- ◆ Social, economic and services related issues

Flisvos Marina, in collaboration with representatives from all stakeholder groups related to its operation, identified and prioritized 14 material sustainability issues including environmental issues, human resources issues as well as social, economic and services related issues. The results of the materiality analysis process were reviewed and approved by the General Director and are presented in the diagram above.

Flisvos Marina's material issues are ranked according to their importance for the financial, environmental and social impact of the Company, as well as the impact of these issues on their stakeholders' decisions.

Our approach and performance on each of these issues is presented in detail in the respective sections of this Sustainability Report.







# RESPONSIBLE OPERATION

- 28 SAFETY AND QUALITY MANAGEMENT
- 33 CUSTOMER AND VISITOR SATISFACTION
- 37 PROCUREMENT MANAGEMENT
- 38 CUSTOMER DATA PROTECTION
- 39 SOCIAL CONTRIBUTION

# SAFETY AND QUALITY MANAGEMENT

THE MAIN OBJECTIVE FOR FLISVOS MARINA IS TO PROVIDE HIGH QUALITY SERVICES TO ITS CUSTOMERS, RESPONDING TO THEIR NEEDS IN THE BEST WAY POSSIBLE, IN AN EFFICIENT AND ENVIRONMENTALLY FRIENDLY WAY.

The Company is particularly sensitive to issues related to maritime tourism and its effects on the environment. Therefore, it attaches great importance to safety at sea and on land, to accidents' prevention, as well as to the protection of human life and the environment.

Aiming at continuous improvement and development of its operations, as well as customer and other stakeholders' satisfaction, Flisvos Marina has developed and implements a dynamic, comprehensive Quality, Health & Safety and Environmental Management System.

## QUALITY, HEALTH & SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEM

Aiming for quality operation, environmental protection as well as protection of Health and Safety, the Company has designed and implements a Quality, Health & Safety and Environmental Management System, in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.



This System's implementation reflects the Company's commitment for continuous improvement regarding the quality of services offered to its customers, strengthening the collaboration and participation of all employees as well as the protection of the environment and sea water.

The System applies to all marina's activities and services and covers the following 4 processes:

- Berthing - Yacht services
- Land - Commercial
- Technical Support
- Internal Operation

The Company has developed procedures for all its processes and has defined key performance indicators (KPIs). It sets specific goals to measure and monitor its performance while also implements appropriate actions to achieve its plans. The Company has also set in place specific procedures in order to control subcontractors' processes and their compliance with Company's requirements.

The Company's Management actively participates, supports and sets as highest priority the implementation of the System and, in consultation with its personnel, is committed to implement what is required in order to achieve the objectives set, by providing the necessary resources.

## FACILITIES SECURITY

**Flisvos Marina, is the absolutely safe destination for every visitor 24/7, all year round. We take care and constantly invest in the optimization of safety systems and procedures.**

Flisvos Marina has a 24-hour security service with constant patrols, while the entry and exit points are controlled by security officers who work closely with the Port Authority and our personnel. At the same time, the security of the marina's area is enhanced by a closed-circuit television (cctv), as well as the Port Control Tower that offers a 360-degree view of the port.

Flisvos Marina is fully equipped with state-of-the-art security and firefighting equipment and with a fire detection and alarm system in case of fire. Fire hydrants, carbon dioxide and dry powder fire extinguishers are placed along the facility, while the special, multi-purpose vessel for firefighting from the sea is always in a state of readiness. The safety equipment for human life (lifeboats, buoys, ladders) is properly placed according to the most strict safety regulations for tourist ports.

The security measures adopted by Flisvos Marina include continuous training of its staff conducting firefighting and crisis management exercises on a regular basis. Continuous training ensures that its team is always ready to deal with any emergency and to immediately use all the available equipment and resources to effectively manage any risk.

## EMERGENCY MANAGEMENT PLANS

The Company has a process in place that describes the development of appropriate Emergency Plans which ensure the effective response to potential emergencies, as well as the actions for handling and investigating accidents, in order to either avoid similar incidents in the future, prevent or limit their effects on the environment.

The process describes the methods applied by the Company, on the one hand, in terms of emergency preparedness and response, including frequent drills, reviewing and updating the Emergency Plans and, on the other hand, for handling and investigating incidents and accidents.

This procedure is applied in case of an emergency or accident at Flisvos Marina's facilities, whereby an unwanted event occurs or unfolds, which may lead to an accident while coordination and combination of actions are required to deal with them.

The implementation of Emergency Plans includes the following risk areas:

EMERGENCY PLANS	Berthed yachts	Buildings at commercial land section	Outdoor areas / Docks
Extreme weather conditions	●	●	●
Terrorist attack	●	●	●
Customer injury	●	●	●
Man overboard rescue	●		●
Evacuation, fire, earthquake, work accident		●	●
Fire in the building of electromechanical equipment		●	●
Flood in the building of electromechanical equipment		●	●
Fire in a yacht	●		
Port pollution	●		
High degree/yacht inclination	●		
<b>COVID-19 pandemic</b>		●	●



The Emergency Plans are prepared by the Head of Quality, Health & Safety and Environmental System in collaboration with the Head of the involved departments and approved by the General Manager. In the event of an emergency, the corresponding Emergency Plan is applied.

## NOISE

We apply a Special Operating Regulation according to which specific maximum noise levels are defined for stores at the marina's area. Marina performs on annual basis measurements of the noise levels coming from the stores, in order to check the compliance of its tenants and in case noise levels exceed the allowed limits, to inform them to proceed with the necessary compliance actions. There is also a certified and calibrated sound level meter available to be used when necessary.

## COVID-19 PANDEMIC MANAGEMENT

The global outbreak of the Covid-19 virus and the unprecedented public health crisis have tested businesses readiness and efficiency at all levels. In this challenging situation, Flisvos Marina, with an increased sense of responsibility and social solidarity, has set from the first moment as highest priority the safety and protection of the health of its employees and their families, customers and associates.

In this context, the Company has introduced and implements a Covid-19 pandemic Safety Plan. FFP1 masks and special disinfectant for

desktop surfaces were immediately distributed to all departments. The Safety Plan describes the measures taken by Flisvos Marina against the Covid-19 pandemic in order to protect its staff, customers and associates. These measures include:

### Organizational measures

Measures to avoid overcrowding and gatherings of personnel in the workplace.

Plexiglass dividers were installed in those workplaces that come in contact with the public and the existing workplaces were reorgan-





ized in order to maintain 1.5 meters distance from each other as set by the government. At the same time, events' organization was suspended in order to avoid overcrowding, while based on the Emergency Plan, remote work was promoted for all employees, so that the presence of staff at the facilities is as minimal as possible.

### **Personal protection measures**

Measures regarding the implementation of personal hygiene practices, both by employees and third parties in the workplace.

The Company purchased hand sanitizers for its personnel (alcoholic solution with an alcohol content of 70%) and installed appropriate stands for antiseptic dispensers in office spaces, and particularly areas where employees come into contact with the general public. Flisvos Marina purchased and provided its personnel with sufficient number of disposable medical masks, as well as textile masks for multiple uses. The Company also trained and informed its personnel to follow the appropriate respiratory hygiene, i.e., covering the mouth and nose with a tissue during sneezing and coughing, discarding it in a closed foot-operated bin, and disinfecting hands with antiseptic. Moreover, the Hellenic Rescue Team of Attica (HRTA) provided training to its staff on pandemic prevention measures.

### **Environmental measures**

Measures to limit virus spread. These measures include adequate ventilation with fresh air for all workplaces, regular maintenance and disinfection of ventilation systems as well as disinfection on a weekly basis of all Company areas by a specialized partner.

### **Monitoring employees' health**

Measures taken by the Company for the detection and management of a suspected case.

For example, Covid-19 rapid tests are carried out once a week by a collaborating diagnostic center, while the company has also purchased rapid tests, which are performed by the Occupational Doctor, in case an employee shows any relevant symptoms.

Moreover, it has also a fully equipped first aid station, which is used to transport and isolate a suspected case until all the necessary actions are taken, according to the National Public Health Organization (NPHO).

### **Operational measures**

Measures concerning the daily operation of the facility.

These measures include temperature checks of all marina's personnel, management of third parties (customers, partners, delivery men, etc.) physical presence indoors, disinfection of interior spaces and offices on a daily basis, disinfection of common areas and equipment based on a daily schedule or after use as well as providing customer service through digital channels for contactless transactions etc.

Copies of the Emergency Plans are posted on Flisvos Marina's announcement board and distributed to the supervisors (Heads of Departments) and members of the emergency response teams.

# CUSTOMER AND VISITOR SATISFACTION

ONE OF FLISVOS MARINA'S MAIN OBJECTIVES IS TO OPERATE ENSURING HIGH LEVELS OF CUSTOMER SATISFACTION. IN THIS CONTEXT AND IN ORDER TO IMPROVE ITS SERVICES, IT CONDUCTS AN ANNUAL CUSTOMER SATISFACTION SURVEY.

The satisfaction survey addresses separately its three different types of customers by using differentiated questionnaires: yachts, tenants and visitors.

During the satisfaction survey conducted in 2020, 68.5% of permanent yachts participated.

The results of the survey were positive, and showed an increase in 6 out of 10 categories. In more detail:

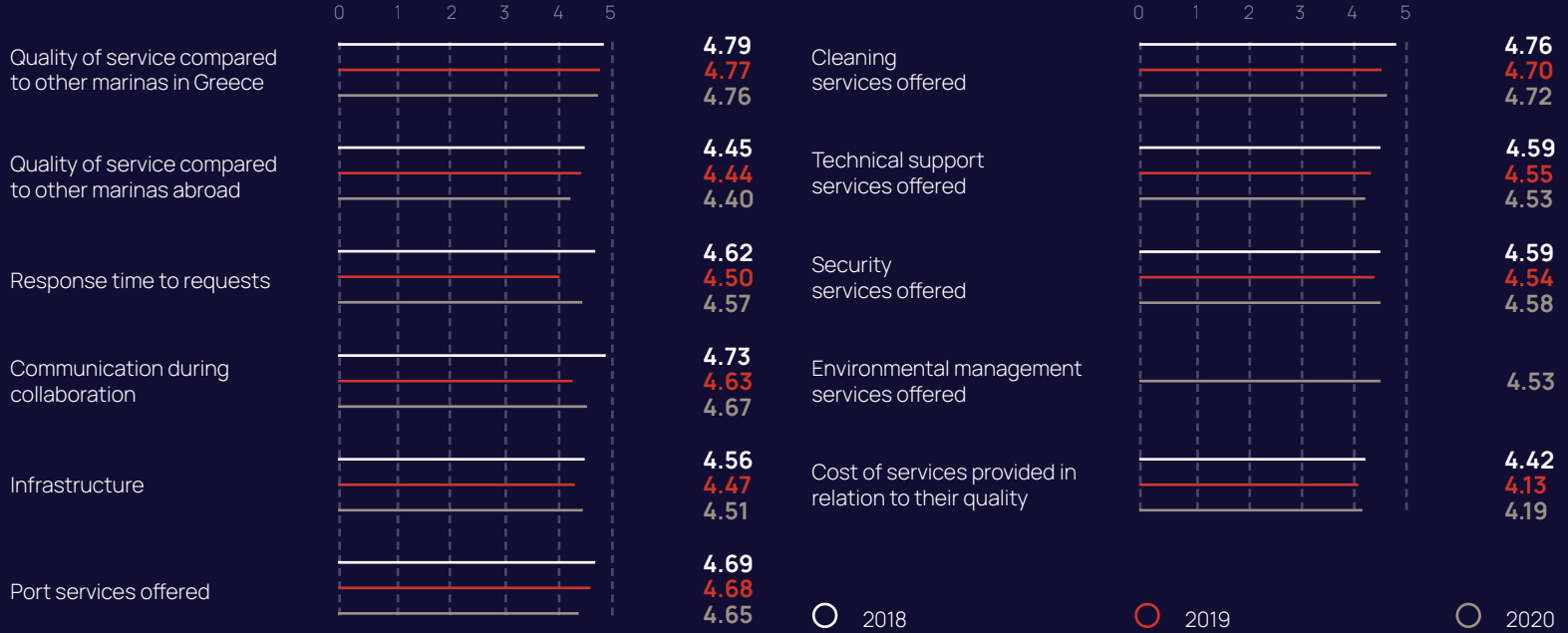
- The question concerning the evaluation of marina's quality

of service in relation to other marinas in Greece received the highest score (4.79).

- The highest increase was observed in the question regarding the cost of services provided against their quality, which increased from 4.13 to 4.19 (increase of 1.5%) \*.
- The marina scored in average 4.56 for 2020 compared to 4.55 in 2019.



**Customer Satisfaction**  
*permanent yachts*



As far as **transit yachts** are concerned, after Covid-19-related restrictions were lifted, 68 yachts responded out of 130 yachts services in total (i.e., 52%).



### Customer Satisfaction transit yachts



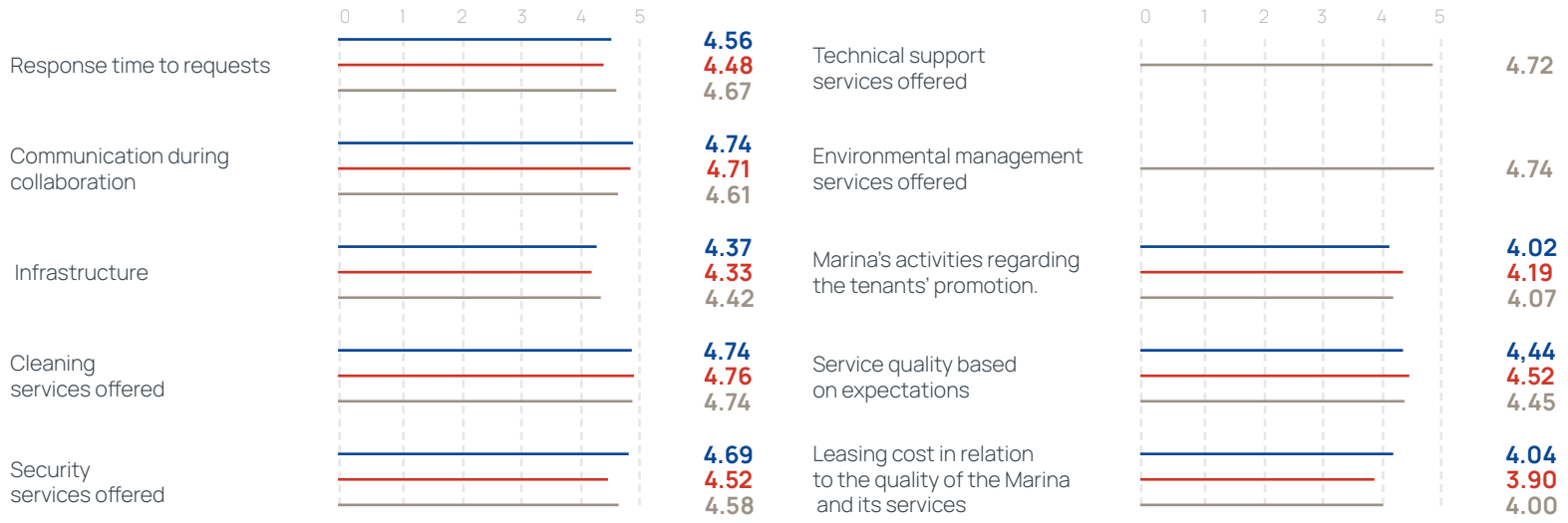
In this category, the results were also positive, regarding the following:

- An increase in customer satisfaction was observed across all question categories.
- The highest increase, (38%), was observed in 'communication during collaboration', while the lowest (3%) concerned 'service quality compared to other marinas in Greece'.
- Flisvos Marina had an average score of 4.75 for all the questions of the 2020 survey in comparison to 4.41 in 2019.

Moreover, the survey showed that 87% of the permanent yachts and 100% of the transit yachts would recommend Flisvos Marina to other yachts.\*

\* The percentages refer to the Net Promoter Score, in accordance with the respective methodology.

**Customer Satisfaction**  
*tenants*



A 92% of marina's facilities **commercial tenants** answered.

The results from this category showed the following:

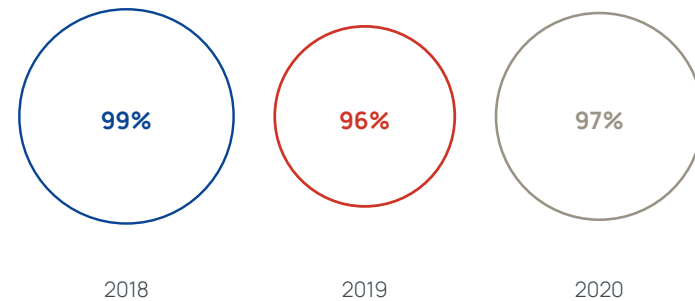
- An increase in 4 out of the 8 categories and a decrease in the other 4.
- A significant increase from 4.48 to 4.67 (4.4%) was observed regarding the response time to requests.
- There was also an increase in the commercial tenants' rating regarding the safety services (1.4%), infrastructure and the relationship between berthing costs and quality of service (2.5%).
- A decrease was observed in the categories related to 'communication during collaboration', cleaning services and promotional activities for the shops.
- Flisvos Marina had an average score of 4.50 for all the questions of the 2020 survey in comparison to 4.43 in 2019.

94% of commercial tenants responded that they would recommend the marina\*, a significant increase compared to the previous year when the corresponding percentage was 84.2%.

\* The percentages refer to the Net Promoter Score, in accordance with the respective methodology.

○ 2018      ○ 2019      ○ 2020

**Intention to visit Flisvos Marina again**



It is worth mentioning that 97% of visitors during 2020 stated their intention to visit again Flisvos Marina facilities, while 82% would recommend Flisvos Marina to their peers\*.

# PROCUREMENT MANAGEMENT

FLISVOS MARINA CONTINUOUSLY EVALUATES ITS SUPPLIERS AND TAKES INTO ACCOUNT THEIR AWARENESS LEVELS ON ENVIRONMENTAL AS WELL AS SAFETY & HEALTH ISSUES.

The Company follows procedures in order to effectively manage collaborations with its suppliers, subcontractors and associates.

## Smooth operation

Flisvos Marina gives great importance to ensuring a smooth, transparent and efficient procurement process, of hazardous and non-hazardous materials, equipment and services (contractors and external partners).

## Safety

Flisvos Marina sets as its priority the supply of safety related and environmentally friendly materials, equipment and services, including the management of its facilities. Aiming at minimizing the risks stemming from their use and to ensure compliance with quality, safety and environmental policies.

## Suppliers' selection and evaluation

Flisvos Marina has espoused and implements a selection and evaluation process regarding the suppliers and subcontractors according to specific quantitative and qualitative criteria. It also considers suppliers' and subcontractors' levels of awareness on environmental as well as health and safety issues. Suppliers' evaluation is carried out at regular intervals in order to ensure Flisvos Marina's quality of service for its customers.

In 2020, the Company collaborated with 262 suppliers in total and as a result of the ongoing evaluation, Flisvos marina terminated its collaboration with 3 companies. In case a supplier or subcontractor does not reach minimum rating levels, the Company terminates the partnership.



# CUSTOMER DATA PROTECTION

FLISVOS MARINA TAKES SERIOUSLY INTO CONSIDERATION THE IMPORTANCE OF SECURITY AND THE PROTECTION OF PERSONAL DATA OF FORMER OR CURRENT CUSTOMERS, COMMERCIAL TENANTS, EMPLOYEES, SUPPLIERS AND OTHER RELATED PARTIES.

The Company takes in every case, the appropriate technical and organizational measures, to ensure that personal information is transferred, stored and processed in accordance with the appropriate security standards and the Company's Personal Data Protection Policy, alongside any applicable data protection laws.

The Company's competent and well-trained staff is bound by confidentiality agreements, and recognizes the importance of protecting privacy and all personal information. For this purpose, it applies appropriate security policies, technical and operational tools, such as anonymization, pseudonymization, data encryption, use of firewalls, establishment of access levels, employees' authorization, personnel training, while periodic audits are carried out to ensure effective protection.

In 2020, no incidents of personal data breach were reported.



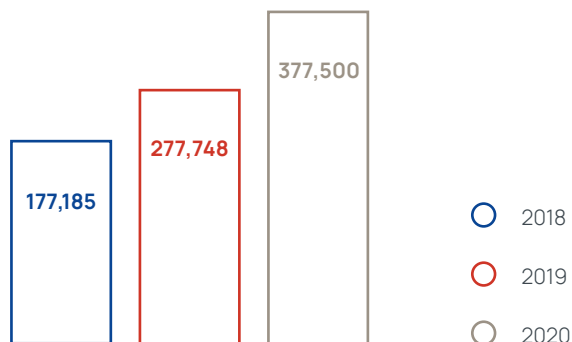
# SOCIAL CONTRIBUTION

## FLISVOS MARINA ACTIVELY SUPPORTS SOCIAL ORGANIZATIONS AND VULNERABLE SOCIAL GROUPS FOR 15 YEARS NOW.

Flisvos Marina every year provides its facilities to social organizations for holding events, while also offers a small but significant number of sponsorships.

It is estimated that the marina has contributed so far more than 715,000 euros to issues that are important for the society, through sponsorships and hospitality at its facilities.

### Social contribution (in euros)



In 2020, due to Covid-19 restrictions, the marina suspended all events (excluding Carnival) and hosting of NGOs in order to avoid overcrowding.

Flisvos Marina continued hosting the Neraida Floating Museum, which has been berthed at the marina since 2014. The museum exhibits heirlooms and objects of historical interest in relation to coastal and seagoing shipping as well as to Mr. John Latsis' history. This is the only floating museum in Greece with the ability to sail. Amongst the museum's activities are the implementation of the personal data breach training program "Travelling with the Neraida: a game on board" for 6–11-year-old children, conducting thematic guided tours, interactive guided tours for High School and Vocational School students, guided tours for groups, associations, as well as organizing and hosting special events. The entrance to the Museum and all the activities are free of charge.

Additionally, in order to support the needs for blood at national level, Flisvos Marina organized 2 blood donations:

- The first one took place on May 12<sup>th</sup>, 2020 in collaboration with the Hellenic Yacht Crew Association.
- The second one, being scheduled on an annual basis, took place on October 14<sup>th</sup>, 2020, in collaboration with "Evangelismos" hospital, during which 27 bottles of blood were collected.





# ENVIRONMENT

- 42 ENERGY CONSUMPTION AND GREENHOUSE GAS EMISSIONS
- 46 WATER QUALITY MONITORING AND WATER MANAGEMENT
- 49 WASTE MANAGEMENT AND CIRCULAR ECONOMY
- 52 BIODIVERSITY PROTECTION
- 53 ENVIRONMENTAL COMPLIANCE

# ENERGY CONSUMPTION AND GREENHOUSE GAS EMISSIONS

AT FLISVOS MARINA WE TAKE ALL THE NECESSARY MEASURES IN ORDER TO CONTINUOUSLY REDUCE OUR ENERGY CONSUMPTION AND CARBON FOOTPRINT.



ELECTRICITY FROM  
**100%**  
RENEWABLE SOURCES IN 2020



**5.6%**  
REDUCTION IN ELECTRICITY  
CONSUMPTION COMPARED  
TO 2019



REDUCTION IN HEATING OIL  
CONSUMPTION BY  
**33%**  
COMPARED TO 2019



WE MANAGE  
**16**  
DIFFERENT RECYCLING  
STREAMS

## RECORDING AND MONITORING

At Flisvos Marina we make sure that the energy we consume to cover our daily operation needs, is used in the most efficient possible way. In this context, energy (electricity or fuel) consumption at all Flisvos Marina's facilities is recorded and monitored, particularly for the:

- outdoor lighting,
- operation of marina's infrastructure,
- operation of the main's building heat generator.

Utilizing a system of monitoring electricity consumption, the Company can monitor its performance and set quantifiable targets for the reduction of consumption per activity. Consumption attributed to customers (yachts and tenants) is excluded from the Company's reduction targets.

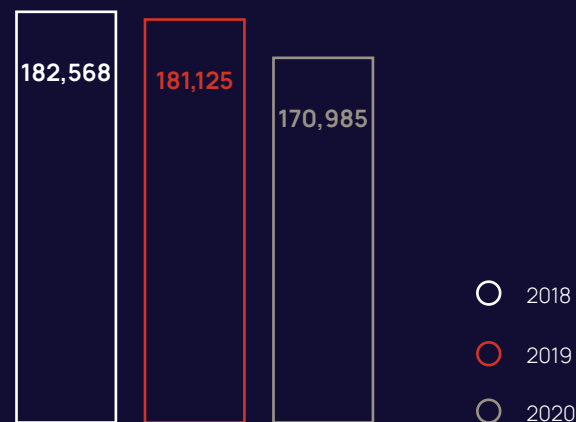
In order to reduce energy losses in its network, the Company performs energy audits for the entire installation including its transformers, based on the approved maintenance program. Further than the electricity used for marina's activities, fuel is consumed, which is also being recorded and monitored in order to identify reduction opportunities.

More specifically, in order to save energy for the hot water supply at its facilities, Flisvos Marina uses solar water heaters and an instantaneous water heater and the boiler is used only when the solar energy is not enough for the provision of hot water. Fuels are also used for the operation of the two oil generators, the fireboat (oil), the rest of marina's yachts (petrol) and the cleaning equipment. Lastly, the Company owns 3 corporate cars for commuting needs, and 5 electric golf cars, which are used for employees' commuting within its facilities.

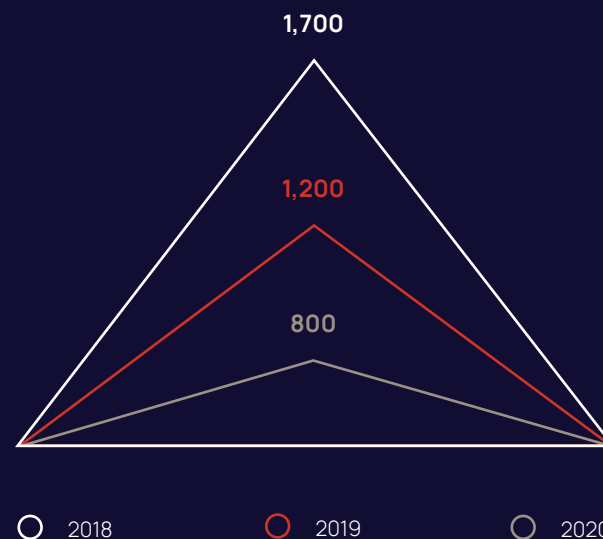
During 2020, the total electricity consumption of Flisvos Marina, including the consumption of yachts and commercial leases, as well as the network's losses reached 15,126 MWh, out of which 171 MWh corresponded to the company's activities. The consumption concerning exclusively the company's activities presents a reduction of 5.6% in total during 2020 compared to the previous year.

### Electricity consumption (kWh) from marina's activities

*\*yachts, tenants & losses are excluded*



### Heating oil consumption (lt)



## USE OF RENEWABLE ENERGY SOURCES

As part of its sustainability strategy, the marina uses electricity that comes only from renewable energy sources and this is certified through guarantees of origin which certifies that the total (100%) of the electricity consumed for its operations comes from renewable sources and in this way the energy and the carbon footprint are minimized.

## MEASURES TO REDUCE ENERGY CONSUMPTION

During 2020, the Company, driven by the intention to employ new technologies for a more accurate monitoring of consumption, efficient control of its equipment and reduction of losses, installed a telemetry system. Through this system, consumptions from all meters installed throughout the marina are being recorded electronically in real time, providing this way the opportunity to immediately identify any failures or malfunctions of the meters.

Moreover, in order to reduce the energy losses in its network, the company performed an energy audit of the whole facility alongside further testing of its transformers. As a result, consumption was reduced by 5.6% compared to 2019. It should be noted that, Flisvos Marina has achieved within the last three years a total reduction of 10% in its energy consumption, showcasing its consistent and effective strategy in reducing its environmental footprint.

According to the Company's records, a significant reduction of heating oil consumption, by 33%, has been achieved compared to 2019, whereas the total reduction recorded since 2017 equals 107%. This reduction can be attributed to the installation and use of the instantaneous water heaters for hot water supply in the common restrooms as well as the installation of solar collectors.

### Good practice: Utilizing natural light

In order to avoid the unnecessary use of lamps when there is sufficient natural light, the outdoor lighting is seasonally adjusted. Moreover, the managers of each department inform their employees regarding the minimization of unnecessary unnecessary energy consumption, by pointing out specific practices for the reduction of losses, such as standby mode in appliances, etc.

## EMISSIONS FROM ENERGY CONSUMPTION

Flisvos Marina purchases electricity coming from 100% renewable energy sources. This results in a drastic reduction of our carbon footprint, as carbon dioxide (CO<sub>2</sub>) emissions from electricity consumption have been completely eliminated (0 tn CO<sub>2</sub> eq).

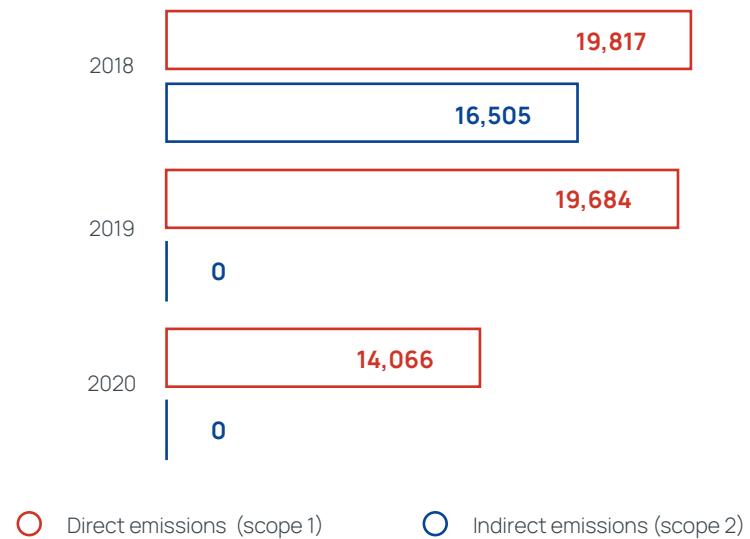


**GREENHOUSE GAS EMISSIONS (tn CO<sub>2</sub> eq)**

Direct emissions (scope 1)
Indirect emissions (scope 2)
<b>TOTAL EMISSIONS</b>

2018	2019	2020
19,817	19,684	14,066
16,505	0	0
<b>36,321</b>	<b>19,684</b>	<b>14,066</b>

Our continuous efforts to reduce our environmental and carbon footprint have paid off for another year. Specifically, in 2020, direct emissions (scope 1) decreased by 29% compared to the previous year, while indirect emissions (scope 2) from electricity consumption remained zero due to the use of renewable energy sources.

**Greenhouse gas emissions (tn CO<sub>2</sub> eq)****Good practice: We contribute to the promotion of electromobility**

Flisvos Marina proceeded with the installation of four new charging stations for electric vehicles.

# WATER QUALITY MONITORING AND WATER MANAGEMENT

FLISVOS MARINA MONITORS WATER QUALITY IN ITS FACILITIES  
ON A REGULAR BASIS AND ENSURES RATIONAL USE  
OF WATER FOR ITS ACTIVITIES.



MARINE WATER QUALITY  
**100%**  
WITHIN LEGISLATION LIMITS FOR  
SWIMMING WATER



**10%**  
REDUCTION IN POLLUTION  
INCIDENTS (FROM FLOATING WASTE,  
OIL AND PETROLEUM PRODUCTS  
ETC.)

## WATER CONSUMPTION AND SAVING ACTIONS

Flisvos Marina ensures appropriate water management by focusing on the reduction of unnecessary consumption through the application of good practices, using appropriate equipment and control measures.

In this context the Company follows a specific procedure for optimizing water management. This procedure concerns the water con-

sumed by its land premises which are under the Company's direct control and in particular:

- covering the needs for watering of marina's outdoor gardens and park,
- employees' use of water,
- use of water for cleaning the outdoor areas and docks,
- water consumption for cleaning common areas in the Commercial department.

### Good practice: Instructions for rational water use

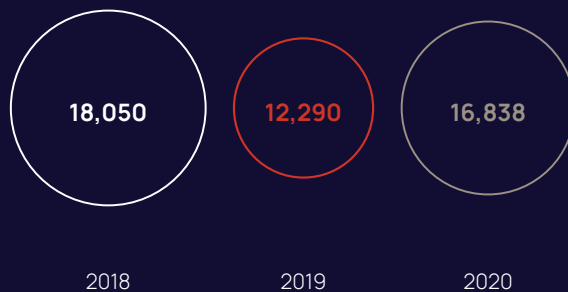
The managers of each department inform their team members about the goal in order to minimize unnecessary consumption, by pointing out specific practices to reduce losses, such as closing the valves after each use and the visual inspection for possible leaks or wasteful use.

Flisvos Marina monitors its water consumption through the meters installed by the Athens Water Supply and Sewerage Company (EYDAP S.A.). To limit leakages in the water network, the company's technical support and maintenance department performs systematic daily checks for visible leakages, on exposed (exterior wall bases, corner pipes) and free surfaces (outdoor gardens).

In order to improve monitoring of water consumption per activity, the Company has installed individual meters measuring consumption per facility, such as watering of plants, water consumption in administrative offices, etc.

Maintenance of the marina's water supply system is performed regularly by the maintenance department. In emergency cases however, when damages require specialized services, an external maintenance contractor (or one sent by EYDAP) acts to immediately repair any leakages.

### Water consumption (m<sup>3</sup>)



During 2020 total water consumption increased by 37% in relation to 2019. This increase can be attributed to marina's increased needs for cleaning due to the pandemic, as well as the increase in water used for gardens' watering. According to data obtained from the National Meteorological Service, in 2020, 42% less rainfall was recorded compared to 2019, which led to a significant rise in irrigation needs.

## WATER QUALITY MONITORING

In terms of water quality control, the Company takes samples regularly during the year in collaboration with a specialized laboratory, covering a wide range of parameters, such as the microbiological load, physico-chemical, oxygen, heavy metals, nutrients, minerals, etc. Despite there is no applicable legislation for port waters, the Company aims to comply with the minimum requirements set by the legislation for coastal and transitional waters.

At the same time, Flisvos Marina in collaboration with students from the University of Piraeus, organized informative and awareness campaigns for the local community and businesses operating near the drainage wells and the stormwater pipe that ends at the port, regarding the effects that the disposal of chemicals and other waste into stormwater wells has on the environment.

### Good practice: Installation of floating boom

In order to identify the pollutants ending up in the Marina via stormwater, we installed a floating boom near docks where stormwater pipes drain (such as dock B).

During 2020, due to the COVID-19 pandemic restrictions, 3 samples were taken with the results falling within the preset limits.



### Water quality analysis 2020

SAMPLING DATE	Faecal coliform - E coli		Intestinal Enterococci	
Jan-20	137	Excellent Quality	<1	Excellent Quality
Feb-20	273	Good Quality	10	Excellent Quality
Jun-20	10	Excellent Quality	<1	Excellent Quality

## WATER QUALITY WITHIN THE LIMITS FOR BATHING WATER

The following diagrams illustrate sampling results from marina's waters for the last 3 years. The results for all 3 years remain stable and within the legislative limits for excellent quality bathing waters. Exceptions constitute months with heavy rainfall, during which marina's basin was burdened with the microbiological load transported by Kifissos river to the area, leading to the water quality being categorized as 'good'.

**Intestinal enterococci vs limit set by Directive 2006/7/EC (bathing water quality)**



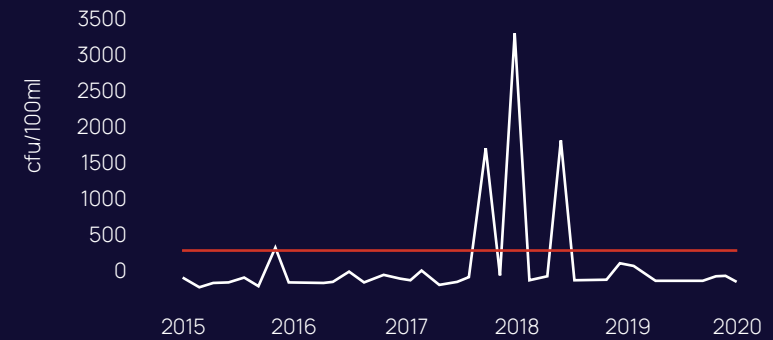
○ Intestinal enterococci

○ Excellent quality

### Further improvement for water quality in 2020

In 2020 the number of pollution incidents decreased by 10% (from floating waste, oil films, petroleum products etc.) within the port, which can be partly attributed to the marina's staff continuous effort to raise its customers' awareness.

**E-coli inside the marina vs limit set by Directive 2006/7/EC (bathing water quality)**



○ Faecal coliform (E - coli)

○ Excellent quality

# WASTE MANAGEMENT AND CIRCULAR ECONOMY

AT FLISVOS MARINA WE STRIVE TOWARDS PROVIDING OPTIMAL MANAGEMENT OF THE WASTE PRODUCED FROM FACILITIES AND YACHTS, AS WELL AS PROMOTING RECYCLING IN LINE WITH PRINCIPLES OF CIRCULAR ECONOMY.



IMPLEMENTATION  
OF A CERTIFIED  
ENVIRONMENTAL  
MANAGEMENT SYSTEM  
IN ACCORDANCE WITH  
**ISO 14001**



**100%**  
PAPER  
RECYCLING



MANAGEMENT OF  
**100%**  
OF THE WASTE IN AN  
ENVIRONMENTALLY  
RESPONSIBLE WAY

## COMMITMENT FOR CONTINUOUS IMPROVEMENT

Flisvos Marina as part of its policy, considers the management of environmental issues as an integral part of all its functions and demonstrates its responsibility by giving priority to environmental protection. The Company perceives this commitment as a social responsibility towards its customers, employees, shareholders and visitors of the marina.

In this context, Flisvos Marina has established and continually improves, a certified Environmental Management System in accordance with the requirements of international standard ISO 14001:2015.

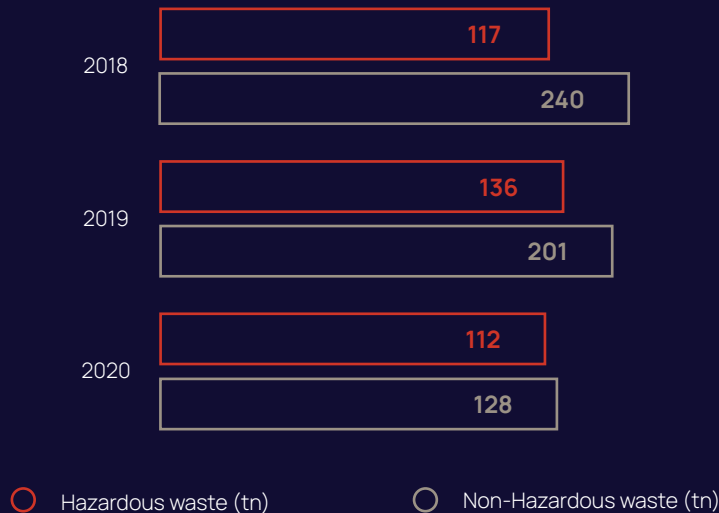
## WASTE MANAGEMENT

Our goal at Flisvos Marina for all the waste generated, both from our activity as well as that of our customers' (yachts and tenants), is to be recycled by licensed contractors. For this reason, all the aforementioned waste is collected and delivered to licensed contractors for further processing.

**Good practice: We operate an outdoor composting system**

In order to utilize the green waste resulting from our gardens and to further improve the soil at marina’s parks in a natural way, we introduced an outdoor composting system for the organic waste (green waste) produced.

**Waste generated from facilities and yachts**



**INFORMING CAPTAINS ABOUT WASTE MANAGEMENT**

Aiming to manage the waste generated by its customers in the best possible way, Flisvos Marina has specifically developed an informative leaflet concerning the management of yachts’ waste, which is distributed to all captains prior to a yacht’s arrival.

**DIGITALIZATION OF THE ENTRY LICENSING SYSTEM**

In order to reduce waste and promote sustainable use of resources, Flisvos Marina digitized the licensing system for visitors entering its facilities, which currently takes place exclusively via e-mail.

This action led to a reduction in paper consumption by 11%. Additionally, the marina is planning to develop in the near future an application that will allow its customers to apply for work permits online, in an effort to further reduce paper consumption by the Company’s administrative services.

**RECYCLING**

Recycling constitutes a key priority for Flisvos Marina, which manages 16 different recycling streams. This integrated waste management system covers all activities related with marina’s customers, while 100% recycling of paper is achieved by the Company’s management.

**INNOVATION AT THE SERVICE OF ENVIRONMENTAL PROTECTION**

The Company, having set as a strategic goal the use of innovative technologies for protecting the environment, proceeded with the purchase of specialized equipment which uses steam to instantly remove chewing gums from paved surfaces, and a biodegradable cleaner from cane, which is utilized for cleaning all outdoor facilities (parking lots, sidewalks, and commercial space).

## ENVIRONMENTAL PROTECTION AWARENESS CAMPAIGNS

The company conducts regularly awareness raising events on waste management and recycling issues, aiming to raise its customers' awareness levels and consequently reduce its environmental footprint. In this context, the marina organizes activities related to the environment, such as the Biodiversity Festival, through which its customers are informed about all its actions towards improving its environmental performance.



### WASTE CATEGORIES COLLECTED BY FLISVOS MARINA

	2018 (tn)	2019 (tn)	2020 (tn)
Lubricants and bilge oil waste mixtures	43.02	46.40	40.13
Various contaminated packages	1.51	1.78	2.18
Contaminated absorbent materials	1.36	1.28	2.03
Paint and varnish waste	0.06	0.34	0.17
Exhausted oil and air filters	0.93	0.26	0.41
Petroleum waste	68.26	70.05	69.59
Used Pb-acid accumulators	1.54	0.79	1.13
All batteries	0.05	0	0.09
Electric and Electronic equipment	2.41	3.35	1.54
Paper for recycling	2.70	1.20	3.3
Fluorescent lamps	0.02	0.02	0.03
Glass	14.40	13.80	9.9
Building materials, debris	52.33	8.96	52.6

# BIODIVERSITY PROTECTION

FLISVOS MARINA ATTACHES GREAT IMPORTANCE TO BIODIVERSITY AND ECOSYSTEMS PROTECTION AIMING TO ACHIEVE A POSITIVE FOOTPRINT THROUGH ITS OPERATION.



COLLECTION OF UP TO  
**1.5 kg**  
 OF FLOATING WASTE/DAY BY SEABIN

## SEABIN: REDUCTION OF PLASTIC WASTE IN THE OCEAN

Environmental protection is a strategic goal for Flisvos Marina. In order to reduce the environmental footprint emerging from its operation and protect biodiversity, the Company participates in the LifeGate PlasticLess program which aims to reduce plastic waste at sea by using Seabin. Seabin is a basket that floats on water and has the ability to collect about 1.5 kg of waste per day.

This amount corresponds to more than 500kg of waste in a year and includes microplastics with a diameter of 2 to 5mm and microfibers starting from 0.3mm. The device can also hold other types of waste that ends up in the sea, such as cigarette butts. It is worth noting that a lot of the above waste cannot be collected by other means.

This way, Flisvos Marina protects the marine ecosystem and reduces the negative impact from its activities, while ensuring continuous monitoring of the impact related with its customers' activities.

## AWARENESS CAMPAIGNS FOR THE PROTECTION OF BIODIVERSITY

Additionally, the Company invests in various events to inform and raise public awareness on issues related to the environment. In particular, it organized an environmental celebration with the participation of Greek environmental organizations, which focused; on protected species, the protection of biodiversity, as well as tackling pollution by phasing out single-use plastics.



*Seabin presents an innovative solution for the removal of plastics from a marine environment*

# ENVIRONMENTAL COMPLIANCE

ENVIRONMENTAL MANAGEMENT IS AN INTEGRAL PART OF ALL COMPANY'S FUNCTIONS, GIVING PRIORITY TO ENVIRONMENTAL PROTECTION AS PART OF ITS CORPORATE RESPONSIBILITY.



Flisvos Marina manages the environmental impacts resulting from its operation through its quality, safety and environmental management system as well as its environmental policy.

In further detail, it has designed and implemented quality, safety and environmental management system, in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 standards. The implementation of such a system reflects its commitment for continuous improvement of the service quality it provides to its customers, strengthening the collaboration and participation of all employees as well as protecting both marine waters and the environment.

These are achieved by incorporating environmental management methods, which emphasize on prevention of pollution and at the same time ensure that the relevant requirements set by both law and the company's environmental terms with third parties are met. Moreover, the Company continually focuses on improving its environmental performance by setting objectives which are being reviewed at regular intervals.

These objectives are met through the implementation of environmental programs aiming at managing environmental impact, which LAMDA Flisvos Marina S.A. controls in a direct or indirect way. Parallel to this, great importance is given at monitoring and implementing modern technologies and practices, but also to informing, training and participation of employees in the management of environmental issues.



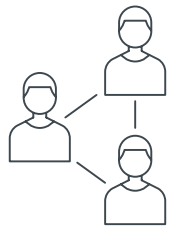
# CARING FOR OUR PEOPLE

- 56 EMPLOYMENT PRACTICES
- 59 EMPLOYEE HEALTH AND SAFETY
- 62 EMPLOYEES' TRAINING AND DEVELOPMENT
- 64 HUMAN RIGHTS, DIVERSITY AND EQUAL OPPORTUNITIES



# EMPLOYMENT PRACTICES

AT FLISVOS MARINA WE INVEST IN PEOPLE WITH KNOWLEDGE AND PERSONAL WILL, FOSTERING AN ENVIRONMENT OF RESPONSIBILITY, RESPECT AND TRUST, WHERE EVERY EMPLOYEE FEELS PROUD AND BELIEVES IN WHAT THEY ARE DOING.



**40**  
EMPLOYEES



**12**  
WOMEN



**28**  
MEN



**100%**  
OF EMPLOYEES WITH  
PERFORMANCE  
EVALUATION



Since the beginning of its operation, Flisvos Marina's strategic goal has been to provide high quality services to its customers. In order to achieve this goal, the company invests in people with knowledge and personal will, while ensuring a high level of safety, minimizing risks during the course of their work as well as the integration of safety principles, practices and respect for the environment in its daily operation.

In 2020, our Company outsourced 42 people (34 for security - 3 for parking management - 5 for cleaning purposes).

## INTERNAL COMMUNICATION

At Flisvos Marina, we apply an “open door” policy, according to which every employee has the opportunity to communicate directly with the management on any issue of concern. Also, in the context of internal communication policies, a system of regular internal meetings is in place, to provide the staff with broader information and at the same time take into account their opinion on everyday work issues. However, in 2020 due to the measures implemented because of the pandemic (lockdown, remote work, special leave, restrictions on gatherings, etc.), meetings with physical presence were reduced.

## EMPLOYEES' EVALUATION

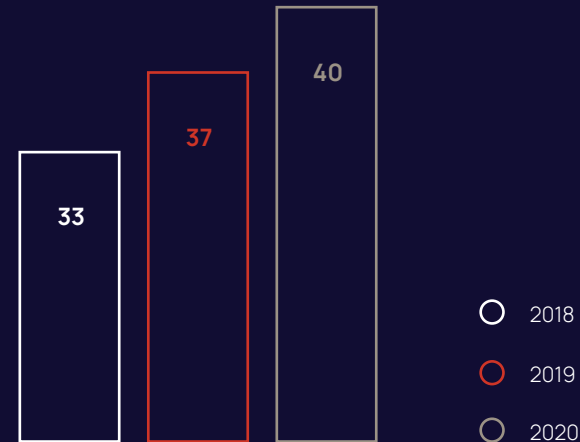
At Flisvos Marina we ensure equal treatment for all employees with the help of the annual performance evaluation. Through the updated performance evaluation system we apply, 100% of the staff at all levels is being evaluated once a year.

The results of the Evaluation System define:

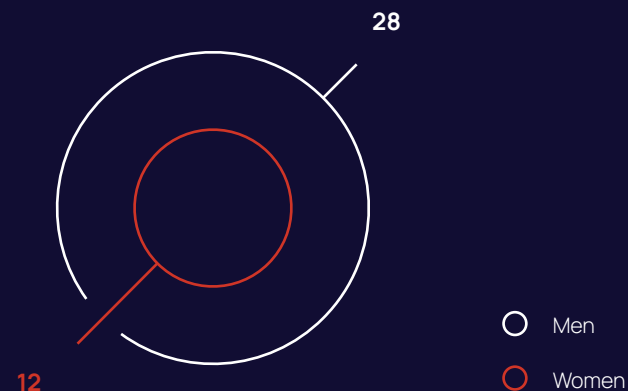
- the renewal or not of the employee's fixed-term contract
- the additional educational needs of the employee
- salary increase
- their probability for further development etc.

Through the annual performance review, all employees have the opportunity to assess their progress, express verbally and in writing their opinion and communicate effectively with their manager, in order to identify and improve their weaknesses. This way we ensure that the employees' appraisal is not based on criteria other than work performance (such as gender, age, educational background).

Total number of employees per year



Distribution of employees by gender (2020)



## ADDITIONAL BENEFITS

At Flisvos Marina we prove practically our interest for our people through a series of additional benefits which aim to improve their quality of life. These benefits include:

- Private life insurance and hospital care program for themselves and their families
- Pension plan
- Monthly meal allowances

## EMPLOYEES' SATISFACTION SURVEY

In order to have a better understanding of its employees' satisfaction level, the marina conducts on an annual basis since 2016, an employee's satisfaction survey, which includes important questions related to management, strategy, procedures, resource adequacy etc. The results of this survey indicate generally positive trends, while it is worth noting that all marina's employees have participated in every survey conducted so far.



# EMPLOYEE HEALTH AND SAFETY



SAFEGUARDING HEALTH AND SAFETY AT WORK IS ONE OF OUR MAIN PRIORITIES.



**0**

WORK-RELATED ACCIDENTS IN THE LAST YEARS



**8**

H&S TRAINING SEMINARS IN 2020

**100%**

EMPLOYEE PARTICIPATION IN H&S TRAINING



Flisvos Marina's policy is to ensure and provide a working environment that protects health and safety both for its staff as well as for all those affected by its activities and operation. Through effective management and continuous improvement of the health and safety

level in its activities and facilities, it minimizes and addresses the risk of accidents and diseases, strengthening collaboration with its employees, in order to increase their efficiency and productivity.

## OUR PERFORMANCE

Zero work-related accidents is a constant goal for Flisvos Marina. As a result of our systematic efforts together with the continuous training provided to our staff, there were no work-related accidents recorded for yet another year in relation with the company's staff, the contractors who worked at the Marina or any third parties (outsourcing) involved.

## PROGRAMS AND PRACTICES FOR HEALTH AND SAFETY PROTECTION AT WORK

The Company operates under 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 (area of the marina, stores, venues, etc.) who may be exposed to risks arising either from the facilities or from the working methods that are being followed.

Furthermore, in order to properly manage threats and opportunities related to health and safety at work the Company has set and applies the following practices:

- Cooperation with an occupational safety officer who ensures that the health and safety rules are followed in the workplace and informs staff twice a year on health and safety issues.
- Implementation of a certified workplace health and safety management system in accordance with the international standard ISO 45001:2018, aiming to identify all existing and potential risks and establish measures in order to minimize or even eliminate the potential risks of accidents or illnesses.
- Regular provision of information/supervision by the Head of Quality, Safety, and Environmental Systems dept. to minimize potential occupational hazards.
- Distribution of all necessary Personal Protection Equipment to staff in accordance with current legislation.

- Implementation of health and safety programs at work.
- Staff's monthly practice on the Emergency Plans developed for the facility.
- Recording, analysis and statistical presentation of incidents.
- Monthly meetings on issues related to Health and Safety with the participation of all relevant departments.

In case the relevant directives and Company procedures are not met, appropriate recommendations are made by the Head of Quality, Safety and Environmental Systems dept. or/and the occupational safety technician to the respective department.

Additionally, the Company evaluates the level of health and safety by applying and assessing at regular intervals the following:

- Occupational Risk Assessment Study
- Safety Instructions
- Programs and goals set on an annual basis in relation with occupational Health & Safety
- Internal audits
- External audits by the certification body
- Annual evaluation of suppliers/contractors regarding compliance with occupational Health and Safety procedures
- Objectives set in the annual review and evaluation of the ISO 45001:2018 system's implementation.

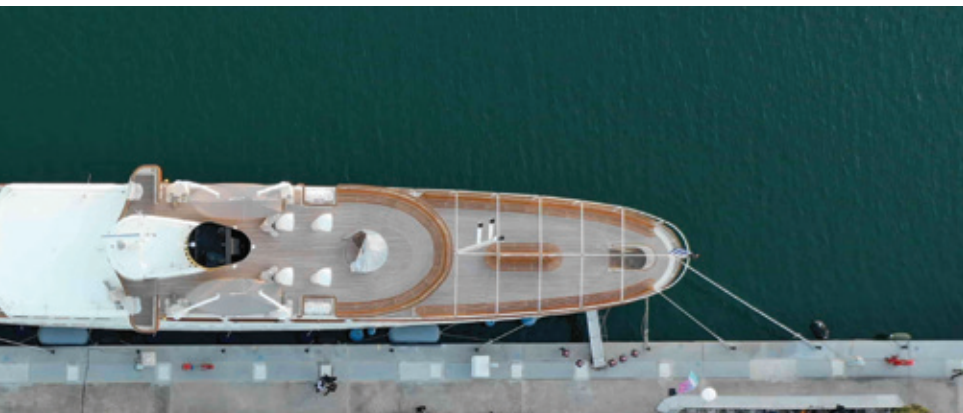
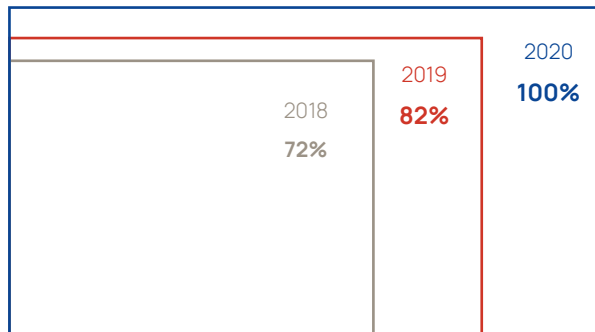


## HEALTH AND SAFETY TRAINING

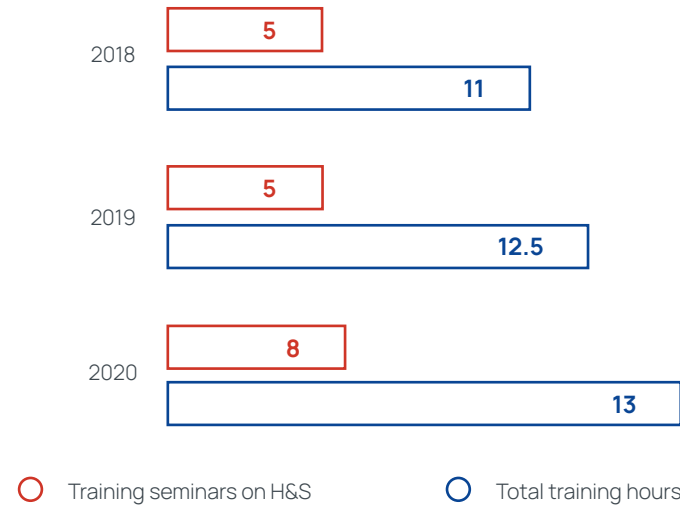
In order to promote the protection of health and safety, Flisvos Marina provides to its staff continuous training through specialized seminars and appropriate instructions as well as work procedures concerning general and specific health and safety issues.

More specifically, an annual training program is in place which includes firefighting exercises, training by the occupational safety officer, first aid training, drowning treatment, firefighting training etc.

### Participation in H&S training (%)



### Total seminars and training hours on H&S



Over the course of 2020, not all scheduled training seminars took place due to the restrictions imposed by the government, which resulted in the suspension of training programs and the limitation on the number of people attending meetings.

## FIRST AID PROVISION

Flisvos Marina is equipped with first aid kits containing all the necessary items according to legislation, while a similar kit is found at the First Aid Station located within the premises. First aid kits can also be found in the vehicles-boats of the Company.

Moreover, the marina has an automated external defibrillator, for which staff attends annual training sessions in order to be able to use it properly.

In addition, voluntary vaccination against tetanus is provided to newly hired employees – except administrative staff.

# EMPLOYEES' TRAINING AND DEVELOPMENT

IN ORDER TO ENSURE FLISVOS MARINA'S GROWTH WE INVEST IN THE DEVELOPMENT AND EDUCATION OF OUR EMPLOYEES, AIMING AT IMPROVING THEIR PERFORMANCE AND SKILLS.



**25**

TRAINING  
SESSIONS IN 2020



**366**

HOURS OF  
TRAINING



**100%**

OF THE EMPLOYEES  
PARTICIPATED IN THE  
TRAINING SESSIONS



Our people define our culture and strategy achieving the targets we set. For this reason, their development and advancement are our priority. Therefore, the Company supports its people in order for them to be trained, grow and achieve their goals. The Company implements training programs, where all employees have the opportunity to participate, with the aim to improve their skills, their continuous professional development and respond better in the fulfillment of the Company's targets.

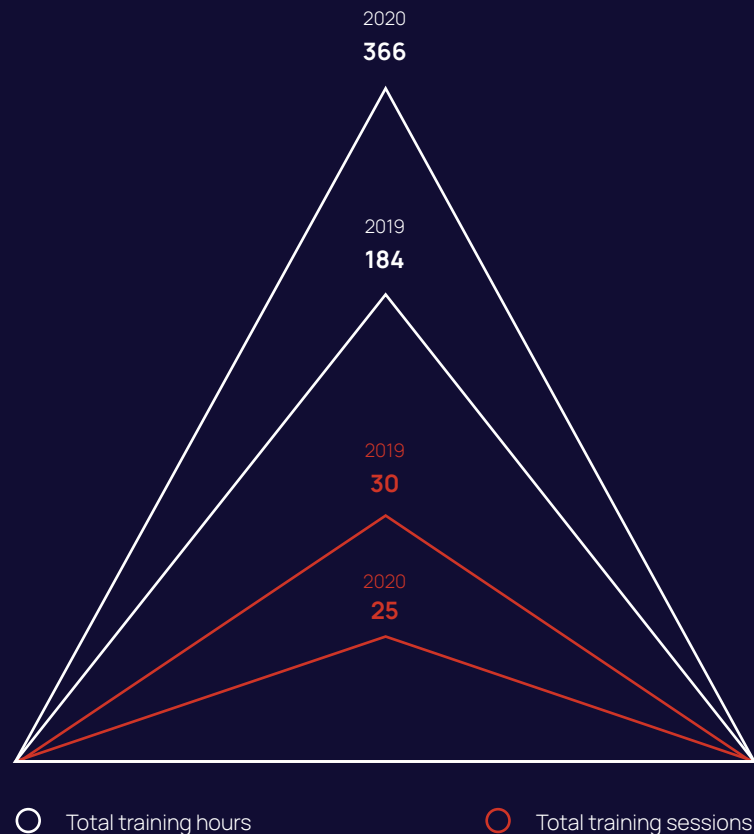
In order to enhance our employees' development and performance, we constantly invest in training programs which will boost their theoretical and technical knowledge, but also in issues related to their personal development and skills.

Training courses are scheduled on an annual basis, as part of the company's annual budget and relate to the following issues:

- ▶ Financial
- ▶ Health and Safety (first aid)
- ▶ Environmental (firefighting, antipollution)
- ▶ Administrative
- ▶ Quality, safety and environmental issues (ISO certifications)

During 2020, 25 training courses took place with a total duration of 366 hours and 100% participation of the Company's staff.

### Total training sessions and hours of training



### Training hours per subject matter (2020)

<b>220</b>	<b>60</b>	<b>27</b>	<b>22</b>	<b>15</b>	<b>15</b>	<b>7</b>
Technical issues	Marketing	Financial	Management	Other Issues	Customer Service	Occupational Health & Safety



# HUMAN RIGHTS, DIVERSITY AND EQUAL OPPORTUNITIES

FLISVOS MARINA RESPECTS HUMAN RIGHTS,  
PROMOTES DIVERSITY AND PROVIDES EQUAL OPPORTUNITIES  
TO ALL ITS EMPLOYEES.

Our people are the key to our success. At Flisvos Marina we understand that respect in the workplace is a fundamental factor for employees' performance. For this reason, we have created an environment based on respect, transparency, equal opportunities, fairness and safety and constantly try to make improvements. The company ensures working relationships that promote mutual trust, constructive collaboration, two-way communication and recognition, promoting at the same time the Fundamental Principles and Rights at Work by the International Labor Organization.

## HUMAN RIGHTS

At the same time, the Company respects and supports the internationally recognized human rights, including avoidance of child and forced labor. It thus promotes a working environment free of discrimination or harassment due to race, color, religion, gender, age, ethnicity, disability or sexual orientation or other factors unrelated to the Company's interests.

## EQUAL OPPORTUNITIES

The Company considers that equal treatment of employees is the fairest and best way to create an environment that ensures optimal performance.

All decisions regarding recruitment, promotion, training and performance evaluation, salaries and benefits, transfers, disciplinary misconducts and dismissals, are exempted from any illegal discrimination. It is indicative that there have been no incidents of discrimination in the Company's workplace.

The constructive utilization of diversity, the respect and value of individual differences and the creation of a fair and meritocratic working environment for all employees without exceptions, constitutes a key element for the Company in order to achieve its strategic goals and development.

**No incidence of discrimination in the workplace**





# ANNEX

68	REPORT METHODOLOGY
69	GRI CONTENT INDEX
77	AA1000AP ACCOUNTABILITY PRINCIPLES STANDARD (2018) TABLE
78	INDEPENDENT EXTERNAL ASSURANCE REPORT

# REPORT METHODOLOGY

THIS REPORT HAS BEEN PREPARED IN ACCORDANCE WITH THE REQUIREMENTS OF THE GRI STANDARDS: CORE OPTION.

## SCOPE AND BOUNDARY

The Report covers all Flisvos Marina activities, unless otherwise stated, for the period 1/1/2020 - 31/12/2020.

## EXTERNAL ASSURANCE

We recognize the added value of external assurance of disclosures and performance indicators (KPIs) contained in our reports and believe that this process enhances the quality and accuracy of accountability, transparency and reliability of our company. For this reason, we proceeded with external assurance of the report in collaboration with TÜV HELLAS (TÜV NORD) S.A.

## SUPPORT

The development of this Report was carried out with the support of AIPHORIA Consulting.



# GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION / NON COMPLIANCE	EXTERNAL ASSURANCE
<b>GRI 102: GENERAL STANDARD DISCLOSURES (2016)</b>				
<b>ORGANIZATIONAL PROFILE</b>				
102-1	Name of the organization	LAMDA Flisvos Mariva S.A. Page 4	-	
102-2	Activities, brands, products, and/or services	Pages 8-9, 12-13	-	
102-3	Location of headquarters	Page 9, backcover	-	
102-4	Location of operations	Page 9	-	
102-5	Ownership and legal form	Page 9 www.flisvosmarina.com – Section: «The Company – LAMDA Flisvos Marina S.A.»	-	
102-6	Markets served	Page 9	-	
102-7	Scale of the organization	Pages 8-9, 12-13, 56 Total revenue 2019: 14.3 million euros Total capitalization: Equity capital 5.05 million euros	-	
102-8	Information on employees and other workers	Page 56 All the employees have indefinite full- time contracts and work exclusively in Flisvos Marina	-	
102-9	Supply chain	Page 37	-	
102-10	Significant changes to the organization and its supply chain	There were no significant changes compared to previous reports	-	
102-11	Precautionary Principle or approach	Pages 4, 18, 29, 53	-	
102-12	External initiatives	Pages 19, 20-23	-	
102-13	Membership of associations	Page 15	-	
<b>STRATEGY</b>				
102-14	Statement from senior decision-maker	Page 4	-	
102-15	Key impacts, risks, and opportunities	Pages 11, 18, 29	-	

GRI STANDARD	DISCLOSURE	PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION/ NON COMPLIANCE	EXTERNAL ASSURANCE
<b>ETHICS AND INTEGRITY</b>				
102-16	Values, principles, standards, and norms of behavior	Pages 8-9, 11	-	
<b>GOVERNANCE</b>				
102-18	Governance structure	Page 10 There are currently no committees at Board of Directors level.	-	
102-21	Consulting stakeholders on economic, environmental, and social topics	Pages 20-21	-	
<b>STAKEHOLDER ENGAGEMENT</b>				
102-40	List of stakeholder groups	Pages 20-23	-	
102-41	Collective bargaining agreements	All employees are covered by collective labour agreements	-	
102-42	Identifying and selecting stakeholders	Page 20	-	
102-43	Approach to stakeholder engagement	Pages 20, 37	-	
102-44	Key topics and concerns raised	Pages 21-23	-	
<b>REPORTING PRACTICE</b>				
102-45	Entities included in the consolidated financial statements	No other companies are included in the consolidated financial statements	-	
102-46	Defining report content and topic Boundaries	Pages 20-25, 68	-	
102-47	List of material topics	Pages 24-25	-	
102-48	Restatements of information	There are no significant restatements	-	
102-49	Changes in reporting	There are no significant changes	-	
102-50	Reporting period	From 1/1/2020 to 31/12/2020, Page 68	-	
102-51	Date of most recent report	Sustainable Development Report 2019	-	
102-52	Reporting cycle	Annual	-	
102-53	Contact point for questions regarding the report	Page 5	-	
102-54	Claims of reporting in accordance with the GRI Standards	Pages 5, 24, 27, 68	-	
102-55	GRI content index	Pages 69-76	-	
102-56	External assurance	Pages 68, 78-80	-	

GRI STANDARD	DISCLOSURE		PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION/ NON COMPLIANCE	EXTERNAL ASSURANCE
<b>GRI 200: ECONOMIC PERFORMANCE DISCLOSURES</b>					
<b>GRI 201 - ECONOMIC PERFORMANCE (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 10-11, 24-25	-	
	103-3	Evaluation of the management approach		-	
GRI 201: Economic Performance (2016)	201-4	Financial assistance received from government	There was no financial assistance received from the government	-	
<b>GRI 204 - PROCUREMENT PRACTICES (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 24-25, 37	-	
	103-3	Evaluation of the management approach		-	
GRI 204: Procurement Practices (2016)	204-1	Proportion of spending on local suppliers	Page 37 The majority of the Company's procurement is made by locals suppliers (domestic)	-	
<b>GRI 300: ENVIRONMENTAL STANDARD SERIES</b>					
<b>GRI 302 - ENERGY (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 19, 24-25, 28, 42-44	-	
	103-3	Evaluation of the management approach		-	
GRI 302: Energy (2016)	302-1	Energy consumption within the organization	Page 43	-	
	302-2	Energy consumption outside of the organization	Page 43	-	
	302-4	Reduction of energy consumption	Pages 42-44	-	
	302-5	Reductions in energy requirements of products and services	Page 44	-	



GRI STANDARD	DISCLOSURE		PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION/ NON COMPLIANCE	EXTERNAL ASSURANCE
<b>GRI 303 - WATER AND EFFLUENTS (2018)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 14, 19, 24-25, 46-48, 49-50	-	
	103-3	Evaluation of the management approach		-	
GRI 303: Water and Effluents (2018)	303-1	Interactions with water as a shared resource	Pages 46-48	-	
	303-2	Management of water discharge-related impacts	Pages 47-48	-	
	303-3	Water withdrawal	Page 47 Flivos Marina does not operate in a water stress area	-	
	303-5	Water consumption	Page 47 Flivos Marina does not operate in a water stress area	-	
<b>GRI 304 - BIODIVERSITY (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 19, 24-25, 49, 51-52, 53	-	
	103-3	Evaluation of the management approach		-	
GRI 304: Biodiversity (2016)	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Page 52 Flivos Marina is not located within or near protected areas or high-value biodiversity areas	-	
	304-2	Significant impacts of activities, products, and services on biodiversity	Page 52 There are no important direct or indirect impacts on biodiversity	-	

GRI STANDARD		DISCLOSURE	PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION/ NON COMPLIANCE	EXTERNAL ASSURANCE
<b>GRI 305 - EMISSIONS (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 19, 24-25, 28, 42-45, 53	-	
	103-3	Evaluation of the management approach		-	
GRI 305: Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	Pages 44-45	-	
	305-2	Energy indirect (Scope 2) GHG emissions	Pages 44-45	-	
	305-5	Reduction of GHG emissions	Pages 44, 45	-	
<b>GRI 306 - WASTE (2020)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 24-25, 28, 49-51, 52, 53	-	
	103-3	Evaluation of the management approach		-	
GRI 306: Waste (2020)	306-1	Waste generation and significant waste-related impacts	Pages 50-52	-	
	306-2	Management of significant waste-related impacts	Pages 49-52	-	
	306-3	Waste generated	Pages 50-51	-	
	306-4	Waste diverted from disposal	Pages 49, 50-52	-	
<b>GRI 307 - ENVIRONMENTAL COMPLIANCE (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 24-25, 28, 53	-	
	103-3	Evaluation of the management approach		-	
GRI 307: Environmental Compliance (2016)	307-1	Non-compliance with environmental laws and regulations	There were no incidents of non-compliance	-	√

GRI STANDARD	DISCLOSURE		PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION/ NON COMPLIANCE	EXTERNAL ASSURANCE
<b>GRI 400: SOCIAL STANDARD SERIES</b>					
<b>GRI 401 - EMPLOYMENT (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 14, 24-25, 56-58	-	
	103-3	Evaluation of the management approach		-	
GRI 401: Employment (2016)	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 58 There are no seasonal or part time employees	-	
<b>GRI 403 - OCCUPATIONAL HEALTH AND SAFETY (2018)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 11, 14, 19, 24-25, 28, 59-61	-	
	103-3	Evaluation of the management approach		-	
GRI 403: Occupational Health and Safety (2018)	403-1	Occupational health and safety management system	Pages 28, 59-61	-	√
	403-2	Hazard identification, risk assessment, and incident investigation	Pages 11, 28-30, 59-61	-	
	403-3	Occupational health services	Pages 11, 28-30, 31-32, 60-61	-	
	403-4	Worker participation, consultation, and communication on occupational health and safety	Pages 11, 59-61	-	
	403-5	Worker training on occupational health and safety	Page 61	-	
	403-6	Promotion of worker health	Pages 31-32, 58, 60-61	-	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pages 28-30, 31-32, 58	-	
	403-8	Workers covered by an occupational health and safety management system	Pages 14, 28, 60 100% of the employees is covered	-	
	403-9	Work-related injuries	Page 59	-	
	403-10	Work-related ill health	No incidence	-	

GRI STANDARD		DISCLOSURE	PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION/ NON COMPLIANCE	EXTERNAL ASSURANCE
<b>GRI 404 - TRAINING AND EDUCATION (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 14, 19, 24-25, 56, 57, 61, 62-63	-	
	103-3	Evaluation of the management approach		-	
GRI 404: Training and Education (2016)	404-1	Average hours of training per year per employee	Page 63 9.15 hours/employee	-	
	404-3	Percentage of employees receiving regular performance and career development reviews	Page 56	-	√
<b>GRI 405 - DIVERSITY AND EQUAL OPPORTUNITY (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 19, 24-25, 56, 64	-	
	103-3	Evaluation of the management approach		-	
GRI 405: Diversity and Equal Opportunity (2016)	405-1	Diversity of governance bodies and employees	Page 56	-	
	405-2	Ratio of basic salary and remuneration of women to men	There is no difference between men's and women's basic salary. Gender is not considered for determination of salary.	-	
<b>GRI 406 - NON-DISCRIMINATION (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 19, 24-25, 64	-	
	103-3	Evaluation of the management approach		-	
GRI 406: Non-discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	Page 64 No incidence of discrimination	-	√

GRI STANDARD		DISCLOSURE	PAGE NUMBER / REFERENCE / COMMENT	REASONS FOR OMISSION/ NON COMPLIANCE	EXTERNAL ASSURANCE
<b>GRI 414 - SUPPLIER SOCIAL ASSESSMENT (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 24-25, 37, 60	-	
	103-3	Evaluation of the management approach		-	
GRI 414: Supplier Social Assessment (2016)	414-1	New suppliers that were screened using social criteria	Pages 37, 60	-	
<b>GRI 416 - CUSTOMER HEALTH AND SAFETY (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 11, 14, 19, 24-25, 28-30, 31-32, 60-61	-	
	103-3	Evaluation of the management approach		-	
GRI 416: Customer Health and Safety (2016)	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were not relevant incidents	-	
<b>GRI 418 - CUSTOMER PRIVACY (2016)</b>					
GRI 103: Management approach	103-1	Explanation of the material topic and its Boundary		-	
	103-2	The management approach and its components	Pages 24-25, 38	-	
	103-3	Evaluation of the management approach		-	
GRI 418: Customer Privacy (2016)	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 38 No relevant complaint was reported	-	√

## AA1000AP ACCOUNTABILITY PRINCIPLES STANDARD (2018) TABLE

PRINCIPLE APPLIED	METHODS	REFERENCE IN THE REPORT
Inclusivity	Stakeholders identification and engagement in order to understand issues of interest	Organizations we support (page 15) Our approach to sustainable development (pages 18-19) Communication with stakeholders (pages 20-23) Material issues (pages 24-25)
Materiality	Definition and prioritization of the most important issues for the company and the stakeholders	Communication with stakeholders (pages 20-23) Material issues (pages 24-25)
Responsiveness	Response to material issues	Risk and opportunities management (page 11) Yacht accommodation in 2020 (pages 12-13) Our approach to sustainable development (pages 18-19) Communication with stakeholders (pages 20-23) Safety and quality management (pages 28-30) COVID-19 pandemic management (pages 31-32) Customer and visitor satisfaction (pages 33-36) Procurement management (page 37) Customer data protection (page 38) Social contribution (page 39) Energy consumption and greenhouse gas emissions (pages 42-45) Water quality monitoring and water management (pages 46-48) Waste management and circular economy (pages 49-51) Biodiversity protection (page 52) Environmental compliance (page 53) Employment practices (pages 56-58) Employee health and safety (pages 59-61) Employees' training and development (pages 62-63) Human rights, diversity and equal opportunities (pages 64-65)
Impact	Presentation of the direct and indirect impacts of the company's activities	Yacht accommodation in 2020 (pages 12-13) Our approach to sustainable development (pages 18-19) Safety and quality management (pages 28-30) Customer and visitor satisfaction (pages 33-36) Procurement management (page 37) Customer data protection (page 38) Social contribution (page 39) Energy consumption and greenhouse gas emissions (pages 42-45) Water quality monitoring and water management (pages 46-48) Waste management and circular economy (pages 49-51) Biodiversity protection (page 52) Environmental compliance (page 53) Employment practices (pages 56-58) Employee health and safety (pages 59-61) Employees' training and development (pages 62-63) Human rights, diversity and equal opportunities (pages 64-65)

## INDEPENDENT EXTERNAL ASSURANCE REPORT



### INDEPENDENT EXTERNAL ASSURANCE REPORT

To: Management of LAMDA Flisvos Marina S.A.

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

**LAMDA Flisvos Marina S.A.** Company (hereinafter referred to as **Flisvos Marina**) has assigned **TÜV HELLAS (TÜV NORD) SA** (hereinafter referred to as **TÜV HELLAS**) the limited external assurance of the Sustainable Development Report, which covers the period **1/1/2020-12/31/2020**.

The scope of the project consists of the following:

- A. The conduction of the Application Level Check, according to the GRI Sustainability Reporting Standards (**GRI Standards**), referring to the Sustainability Report of **Flisvos Marina** for 2020.
- B. The conduction of the coverage level check of the guide **AA1000AP (2018)**, referring to the Accountability Principles as they are stated and analyzed within (**Inclusivity, Materiality, Responsiveness & Impact**). The level check was held based on the contents of the guide **AA1000AS v3** (Type 1 Assurance-Moderate level).

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of **Flisvos Marina** for 2020 and it was conducted based on the corresponding correlation table of GRI Standards Indicators stated by Flisvos Marina in its Sustainability Report, in order to confirm the Company's compliance to the requirements of the GRI Standards for the "**In accordance\_Core**" Level, as well as the requirements of **AA1000AP (2018)**.

#### 2. Project Criteria

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

- A. **GRI Standards (Core Level)**
- B. **AA1000AP (2018)**

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

#### 3. Project methodology

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

- Reviewed the procedures followed by **Flisvos Marina** to identify and determine the material issues in order to include them within the Sustainability Report.
- Interviews were conducted with selected executives of **Flisvos Marina** having operational role in Sustainability issues in order to understand the current state of sustainability development activities and progress achieved during the period under reference.
- Reviewed the **Flisvos Marina** consultation approach with their stakeholders through interviews with executives responsible for communication with the interested parties at company level and review of selected documents.



## 4. Review limitations

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

## 5. Responsibilities of the Reporting Organization and Assurance Provider

The team for Sustainability of **Flisvos Marina** carried out the Sustainability Report, thus, is exclusively responsible for the information and statements contained therein. The external assurance conducted, as it is defined in the project scope (paragraph 1), does not represent **TÜV HELLAS'** opinion related to the quality of the Sustainability Report and its contents.

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

## 6. Conclusions-Recommendations

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

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

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

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

#### Inclusivity: Dialogue on Sustainability Issues with the Stakeholders

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

#### Materiality: Focus on the material issues related to sustainability

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

#### Responsiveness: Addressing the needs and expectations of stakeholders

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





## INDEPENDENT EXTERNAL ASSURANCE REPORT



### Impact: Impact of company's activities to the broader ecosystems

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

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

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

### **7. Impartiality and independence of the external assurance team**

**TÜV HELLAS** states its impartiality and independence in relation to the project of **Flisvos Marina** Sustainability Report external assurance. **TÜV HELLAS** has not undertaken work with **Flisvos Marina** and does not have any cooperation with the interested parties that could compromise the independence or impartiality of the findings, conclusions or recommendations. **TÜV HELLAS** was not involved in the preparation of the text and data presented in the Sustainability Report of **Flisvos Marina**.

Athens, September 15, 2021

For TÜV HELLAS (TÜV NORD) SA

**Nestor Paparoupas**

Sustainability Product Manager





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