



ATHENS PLAZA

HOTEL

SUSTAINABILITY REPORT 2025

Message from the General Manager

Dear Stakeholders,

It is my pleasure to present the Integrated Sustainability Report 2025 of NJV Athens Plaza. This report reflects both what we achieved during the year and the values that guide the way we work. For us, sustainability is not a separate initiative or a program that sits alongside our daily operations. It is part of how we make decisions, manage our hotel and create lasting value for the people and communities connected with us.

Located in the historic center of Athens, NJV Athens Plaza has always been closely connected with the city, its people and its environment. As a luxury hotel in the heart of Athens, we believe that hospitality goes beyond creating an excellent guest experience. It also means contributing to the community, using resources responsibly and creating a safe, respectful and rewarding workplace for our people.

Throughout 2025, we continued to make sustainability part of our everyday operations. Investment in our facilities, regular monitoring of our environmental performance, internationally recognized management systems and the involvement of our employees all contributed to this effort. At the same time, we remained focused on maintaining the quality and level of service our guests expect from NJV Athens Plaza.

Our environmental approach focuses on using energy and natural resources carefully, managing waste responsibly and monitoring our greenhouse gas emissions. We continue to look for practical ways to reduce our environmental footprint while maintaining the quality of our services. Our certified management systems give us a clear framework for monitoring performance, meeting our obligations and improving the way we operate.

Our people remain at the heart of NJV Athens Plaza. Every member of the team contributes through professionalism, dedication and a genuine commitment to hospitality. Supporting employee wellbeing, learning, occupational health and safety, equal opportunities and professional development continues to be a priority for us.

Our responsibility does not stop at the hotel's doors. During the year, we continued to support social initiatives, charitable organizations, educational institutions and local partnerships. We believe that a responsible business should contribute to the community while also creating sustainable economic value.

The positive financial performance of 2025 also reflects the importance of careful management and long-term investment. By combining sound governance, operational excellence and targeted investment, we continue to strengthen the hotel and create value for our shareholders, employees, guests and business partners.

Vana Lazarakou

General Manager

NJV Athens Plaza

Executive Summary

The Sustainability Report 2025 presents NJV Athens Plaza's environmental, social, governance and economic performance for the period 1 January–31 December 2025. It reflects the way sustainability is incorporated into our daily operations, management systems and decision-making, with a focus on responsible hospitality, quality and long-term value.

About NJV Athens Plaza

NJV Athens Plaza is a luxury city hotel located on Syntagma Square, in the heart of Athens. Its location places guests within easy reach of the city's cultural, commercial and historic landmarks and gives the hotel a natural role in showcasing Greek hospitality.

- 159 guest rooms and 21 suites.
- Business and leisure facilities, meeting and conference spaces, food and beverage outlets and personalized guest services.
- Continuous investment in infrastructure, technology, facilities and people.

Vision & Mission

Our aim is to offer exceptional hospitality while creating lasting value for our guests, employees, shareholders, business partners and the wider community. We combine personalized service and operational excellence with responsible business practices and the practical integration of sustainability into everyday work.

Core Values

- Hospitality Excellence
- Responsibility
- Integrity
- Respect
- Continuous Improvement

Sustainability Governance

Sustainability is managed across the hotel rather than by one department alone. The General Manager provides the overall direction, department managers put the objectives into practice within their areas, and employees contribute through their daily work, training and improvement initiatives.

- **ISO 14001** – Environmental Management
- **ISO 50001** – Energy Management
- **ISO 45001** – Occupational Health & Safety
- **ISO 22000** – Food Safety
- **GSTC principles** for sustainable tourism

Progress is monitored through clear objectives, key performance indicators, internal audits, management reviews and corrective actions. Sustainability is also considered when we plan investments, select suppliers, maintain our facilities, organize operations and develop our people.

Ethics, Compliance & Risk

Responsible governance is based on integrity, transparency, accountability, legal compliance, and respect for human rights, equal opportunities, data protection, responsible procurement and fair business relationships. Environmental, health and safety, food safety, regulatory and business continuity risks are managed within the hotel's established systems.

Stakeholder Engagement & Materiality

We stay in regular contact with our stakeholders through day-to-day interaction, structured communication, feedback and performance reviews. Their views help us identify areas for improvement, understand risks and support our planning.

- **Guests:** service quality, safety, comfort, environmental responsibility and privacy.
- **Employees:** fair employment, equal opportunities, training, safety and development.
- **Shareholders:** sustainable financial performance, governance, investment and risk management.
- **Suppliers and business partners:** quality, transparency, compliance and cooperation.
- **Local community:** social contribution, local development and responsible corporate citizenship.
- **Public authorities and certification bodies:** compliance, transparency and continuous improvement.

Material Topics

- Energy efficiency and climate performance
- Water management
- Waste reduction and circular economy
- Employee wellbeing, health and safety
- Learning and development
- Guest satisfaction
- Food safety and quality
- Responsible procurement
- Ethical business conduct
- Community engagement

Message from the Financial Director

The year 2025 was an important year for NJV Athens Plaza and another meaningful step in the hotel's steady growth and financial development. Despite a demanding and constantly changing economic environment, we were able not only to maintain our strong position in the market, but also to strengthen it through careful decisions and strategic investment.

One of the year's most important investments was the renovation of our rooms and public areas. This was about much more than upgrading our facilities. It was a conscious choice to create a more modern, comfortable and complete hospitality experience, while protecting the long-term value of the NJV Athens Plaza name and responding to the changing expectations of our guests. The positive response from the market is reflected in our financial results. Turnover reached €14,183,264, compared with €12,208,843 in 2024, while average occupancy increased to 71.13%, from 60.19% in the previous year. These results reflect the effectiveness of our strategic choices, the careful management of our resources and, above all, the trust our guests continue to place in NJV Athens Plaza.

Behind these figures, however, are our people. The dedication, professionalism and consistency that our teams show every day are a fundamental part of our success. Every department and every employee contributed to achieving our financial goals while maintaining the high standards of hospitality for which NJV Athens Plaza is known.

As we move into 2026, the Finance Department will remain focused on financial stability, the effective use of our investments and the continued improvement of our services. We move forward with the same sense of responsibility and a shared vision for creating even greater value for our guests, shareholders, partners and, above all, our people, who remain at the heart of our hotel's story.

Kallirroï Patsea

Financial Director

Economic Performance

2025 was a year of stronger financial performance and continued investment. Turnover reached €14,183,264, compared with €12,208,843 in 2024, while average occupancy increased from 60.19% to 71.13%. More than €2 million was invested during the year, including in the renovation of rooms and public areas.

Careful resource management, investment in our infrastructure and continued attention to service quality supported this performance. For 2026, our priorities remain financial stability, making effective use of our investments and continuing to improve our services.

Environmental Responsibility

Environmental responsibility is part of our day-to-day operations. We use measurable objectives, certified management systems and regular monitoring to focus on energy and climate, water, waste and circular economy, responsible procurement and environmental awareness.

Energy & Climate Action

Our energy management follows the ISO 50001 framework. We monitor electricity and natural gas consumption, review our energy performance and look for practical opportunities to improve efficiency.

- Preventive maintenance of energy-consuming equipment.
- Optimization of heating, ventilation and air-conditioning systems.
- Monitoring of building energy performance.
- Regular review of operational procedures.
- Employee awareness on responsible energy use.
- Evaluation of further energy-efficiency opportunities.

Climate Priorities

- Improve energy efficiency.
- Reduce greenhouse gas emissions.
- Strengthen emissions monitoring and data quality.
- Identify further carbon-reduction opportunities.
- Invest in efficient technologies and building operations.

Water Stewardship

Responsible water management means using water carefully, monitoring consumption, preventing losses and ensuring that employees are aware of their role in protecting this resource.

- Regular inspection and preventive maintenance of plumbing and water distribution systems.
- Prompt repair of leaks.
- Monitoring of sanitary equipment.
- Efficient housekeeping, kitchen and laundry practices.
- Employee awareness and immediate reporting of leaks.

We monitor total water consumption, consumption per guest night and longer-term trends. Going forward, we will continue to look for efficiency improvements, strengthen monitoring and consider appropriate technologies that can help us use water more effectively.

Waste Management & Circular Economy

At NJV Athens Plaza, we follow the waste hierarchy, starting with prevention and reduction and then focusing on reuse, recycling, recovery and responsible disposal. Waste is separated at source and, where appropriate, handled through authorized recycling and recovery schemes.

- Municipal waste, paper and cardboard, glass and plastics.
- Metals, electrical and electronic equipment and batteries.
- Used cooking oil, toner cartridges and lamps.
- Textiles and food waste.

Our circular economy efforts include reuse and recycling through specialized partners, textile donation and recycling, responsible management of used cooking oil and actions to prevent and reduce food waste. Our next steps are to increase recycling, reduce food waste further, expand reuse and improve the quality of our data.

Our People

Our employees are central to the way we deliver responsible hospitality. We aim to create a workplace built on respect, equal opportunities, collaboration, professional development, wellbeing and continuous learning.

Occupational Health & Safety

Occupational health and safety is managed through the certified ISO 45001 system. The hotel identifies workplace hazards, applies preventive and corrective measures, maintains emergency preparedness and conducts audits and management reviews.

Learning & Development

Learning is an important part of maintaining service quality and improving our operations. Training during the year covered areas such as guest service, sustainability awareness, health and safety, food safety, fire safety, data protection, quality systems, leadership, teamwork and communication.

Diversity, Equity & Inclusion

NJV Athens Plaza promotes equal opportunities in recruitment, training, development and promotion. Employment decisions are based on qualifications, competence, experience and performance, without discrimination on protected characteristics.

Community Engagement

Responsible hospitality extends to the wider community. NJV Athens Plaza supports social, charitable, healthcare and educational initiatives and encourages employee participation in community activities.

Business Ethics & Responsible Procurement

Ethical business conduct is based on honesty, transparency, fairness, confidentiality, accountability and compliance with internal policies and applicable legislation. Responsible procurement considers quality, reliability, contractual compliance, legal requirements, environmental performance, health, safety, and responsible business practices.

Guest Experience & Responsible Hospitality

For us, responsible hospitality means combining excellent service with health, safety, inclusiveness and environmental awareness. We support the guest experience through personalized service, professionalism, attention to detail, responsiveness and a constant willingness to improve.

Future Commitments

- Target and achieve **Net Zero emissions by 2030**.
- Increase energy efficiency and reduce greenhouse gas emissions.
- Improve water efficiency and monitoring.
- Reduce waste and expand circular economy initiatives.
- Continue investment in employee wellbeing, development, health and safety.
- Strengthen diversity, equity and inclusion.
- Enhance responsible procurement and supplier sustainability assessments.
- Strengthen community partnerships and employee volunteering.
- Improve sustainability data, reporting and stakeholder engagement.
- Integrate sustainability further into strategic decision-making.

ESG Performance Highlights

Category	Highlights
Environmental	Energy efficiency & climate monitoring, Net Zero 2030 roadmap, Responsible water management, Waste reduction & recycling, Circular economy practices
Social	Learning and development, Occupational health and safety, Diversity, equity and inclusion, Employee wellbeing, Community engagement, Responsible guest experience
Governance	Certified management systems, Ethical business practices, Regulatory compliance, Responsible procurement, Stakeholder engagement, Risk management and transparency

Certifications & Memberships

Certifications

- GSTC Certified Hotel
- ISO 14001 – Environmental Management System
- ISO 50001 – Energy Management System
- ISO 45001 – Occupational Health & Safety Management System
- ISO 22000 – Food Safety Management System
- Greek Breakfast Certification

Memberships

- Preferred Hotels & Resorts
- United Nations Global Compact
- United Nations Global Compact Network Hellas
- Global Sustainable Tourism Council

Contribution to the UN Sustainable Development Goals

SDG 3, SDG 4, SDG 5, SDG 6, SDG 7, SDG 8, SDG 10, SDG 11, SDG 12, SDG 13, SDG 16, SDG 17.

Message from the Quality & Duty Manager

Looking back at 2025, I believe that sustainability is not only about the results we achieve. It is also about how consistently we put our values into practice in our everyday work.

Quality, responsible operations and sustainability are closely connected. They can be seen in the details of everyday work: how we look after our guests, how we support our colleagues, how carefully we use our resources and how we respond when we see an opportunity to do something better.

I am proud to be part of a team that continues to learn, improve and support one another. For me, this report is more than a record of the year that has passed. It is also a reminder that real progress is built through many small, thoughtful actions carried out consistently every day.

As we move forward, I hope we keep the same focus on quality, responsibility and people. There is always something we can improve, and that is what makes this journey meaningful.

Rosa Tsirigoti

Quality & Duty Manager