

INTERNAL WORK REGULATIONS

META S.A.

English Translation - 2026

INTERNAL WORK REGULATIONS OF META S.A., BASED IN PANORMO, RETHYMNO, TAX ID NO. 094212310

CHAPTER A - GENERAL PROVISIONS

ARTICLE 1 - Scope of the Regulations

1. These Regulations govern the relations between META S.A. (the “Company”) and all persons employed by it under any form of dependent employment relationship governed by private law.
2. These Regulations supplement each employee’s individual employment contract and apply to all hotels of the Company, wherever they may be located.

CHAPTER B - EMPLOYMENT RELATIONSHIP / STAFF PLACEMENTS AND TRANSFERS

ARTICLE 2 - Recruitment and Dismissal of Personnel

1. The employment relationship is established in accordance with the legislation in force between the competent representative of the Company, or a person lawfully authorized by such representative, and the person to be employed. Upon recruitment, every employee must submit the following supporting documents to the competent department of the Company:
 - 1) Employment application.
 - 2) Employment and health booklet or professional identity card.
 - 3) IKA social insurance contribution booklet.
 - 4) Tax Identification Number.
 - 5) Certificates or copies of educational qualifications.
 - 6) Diplomas or licences issued by the competent authority where the occupation may only be performed by holders of such a licence, such as electricians, practical engineers, drivers, etc.
 - 7) Certificates of previous employment.
 - 8) Minor’s employment booklet for persons aged 14-16.
 - 9) Work permit issued by the competent authority in the case of foreign nationals.
 - 10) Any other supporting document which, at the Company’s discretion, is relevant to information stated by the applicant in the employment application.
2. Every employee is obliged to notify the competent department of the Company in writing of any change to the information previously declared by them.

3. These supporting documents shall not be returned unless they are originals, provided that photocopies remain on file.

ARTICLE 3 - Place of Work

1. All Company personnel are hired to provide their services at the hotels of META S.A. in Panormo, Rethymno. Depending on operational needs, Company Management has the right to transfer personnel temporarily or permanently from one department to another, except where the employment contract expressly states in writing that the employee is hired to provide services at a specific location and department.
2. Depending on its needs, Company Management also has the right to transfer any employee to another similar position, without such transfer constituting a detrimental change to the terms of the employment contract.

ARTICLE 4 - Suspension and Termination of Employment

1. Dismissals of personnel shall be carried out in accordance with the procedure prescribed by the legislation in force and these Internal Work Regulations.
2. Only the Company's legal representative, or a person specifically authorized by such representative, has the right to terminate an employment contract.
3. Where criminal proceedings are pending against an employee and may have a direct or indirect impact on the employment relationship, the Company has the right to suspend the employment relationship until a final court decision is issued, where this is necessary to safeguard and protect its interests.

ARTICLE 5 - Working Time and Manner of Performing Work

1. Working time is forty (40) hours per week, or as otherwise provided by legislation or by any applicable collective labour agreements for specific categories of employees.
2. The Company has the right to establish shifts within each 24-hour period for each department or for all employees, as well as continuous or split daily working schedules, subject to the relevant provisions of the law.
3. Personnel arrival and departure times are determined according to the nature of the work performed and the season of the year.
4. Work must begin and end exactly at the designated times.
5. When personnel arrive at or leave work, the Company may implement special control measures, provided that such measures do not infringe the employee's dignity or personality.
6. Personnel working beyond their scheduled hours, on rest days (REPOS), or on public holidays must have Management's authorization in order to be paid for the additional work as provided by law.

ARTICLE 6 - Classification of Personnel

Company personnel are classified as follows:

- a) Management Personnel
 - b) Office and Administration Personnel
 - c) Main Hotel Personnel
 - d) Technical Personnel
 - e) Auxiliary Personnel
1. Management Personnel includes Directors and Deputy Directors.

2. Office and Administration Personnel includes accountants, secretaries, typists, cashiers and administrators.
3. Main Hotel Personnel includes the heads of all departments except the Technical Department, as well as employees working at Reception, doormen, night porters, bell staff, storekeepers, waiters, bar personnel, chambermaids, cleaners of common areas, cooks, buffet staff, pastry chefs, linen-room staff and their assistants, as well as all other employees included in the four categories of the Collective Labour Agreement for Hotel Employees, regardless of whether they are paid under the sectoral Hotel Employees' Collective Agreement or the National General Collective Labour Agreement.
4. Technical Personnel includes the heads of the Technical Department and all employees engaged in technical work, such as maintenance staff, electricians, plumbers, practical engineers, builders, carpenters, painters, pool cleaners and maintenance staff, etc.
5. Auxiliary Personnel includes all other employees who do not fall within the preceding paragraphs of this Article.

CHAPTER C - EMPLOYEE DUTIES AND OBLIGATIONS

ARTICLE 7 - General Duties

All employees are required to personally perform, diligently and conscientiously, the work assigned to them from time to time, in accordance with these Regulations, the relevant oral or written instructions of Management, collective and individual employment agreements, and the instructions of their supervisors.

In particular, all personnel must:

1. Arrive at work on time and not late, and be fully ready to begin work at the normal, predetermined starting time.
2. Use the designated staff entrance specified by Management when arriving at and leaving work.
3. Personally enter the identification code assigned to them into the computer system when entering and leaving work.
4. Not disclose the Company's business secrets to third parties.
5. Not be absent from work without justification or permission.
6. Not wander around hotel areas other than those in which they work and those designated by hotel Management.
7. Behave with courtesy and willingness toward Directors, supervisors, colleagues, guests and third parties cooperating with the Company.
8. Comply, without objection or difficult behaviour, with the instructions of Directors and supervisors and maintain excellent relations with colleagues.
9. Submit to special inspections or searches carried out by persons authorized by Management for the protection of the Company's interests. Any such search must be conducted in a manner that does not infringe the employee's dignity or personality.
10. Immediately hand over to their supervisor any item found in guest rooms or other hotel areas and report the matter to Management. Any omission in this regard entitles Management to treat the incident as theft or misappropriation and to apply the relevant regulations and laws.
11. In the event of illness, promptly notify their supervisor or the competent department and, on the first day of returning to work after sick leave, submit the certificate from their insurance fund, signed by the competent doctor, stating the nature and duration of the illness. They must also submit a certificate of any amount received from the insurance fund in respect of the illness for payroll settlement purposes.

12. Immediately inform hotel Management if they contract a communicable disease.
13. Not be unjustifiably absent from work. Absence due to force majeure or another serious reason shall be reviewed by Management in order to establish the actual reasons for the absence.
14. Report orally or in writing to their supervisor any guest complaint or comment, as well as any incident occurring during working hours.
15. In the event of resignation, notify hotel Management in writing at least two months in advance.

ARTICLE 8 - Employee Obligations and Restrictions

Employees are prohibited from:

1. Smoking during working hours anywhere in the hotel. Smoking is permitted only in areas designated by Management and during the statutory meal or dinner break.
2. Reading newspapers, magazines or books during working hours.
3. Discussing political matters or other matters unrelated to work.
4. Commenting on instructions given by supervisors or Management.
5. Engaging in arguments, quarrels or disputes with one another.
6. Conducting propaganda, distributing or posting any type of printed material in work areas, or collecting money in the form of fundraising, contributions, etc.
7. Leaving their work area without reason and without permission from their supervisor.
8. Entering storage areas without instructions from the competent storekeeper or, in their absence, from the General Manager.
9. Removing from the hotel any item, even of no value, which is Company property. Breach of this provision may entail criminal liability, an obligation to compensate the Company, and immediate dismissal.
10. Visiting guest rooms, even when invited by the guest.
11. Being accompanied at the hotel by persons unrelated to their work, and, for employees residing in Company staff rooms, accommodating or receiving visitors without prior permission from Management.
12. Remaining in hotel areas after the end of their working hours or using guest recreational facilities.
13. Using sanitary facilities other than those specifically designated for personnel.
14. Taking breakfast, lunch or dinner in areas other than those designated by Management or outside scheduled times.
15. Demanding tips from guests in any manner.
16. Accepting gifts or other benefits from suppliers or third parties who cooperate or transact with the Company.
17. Receiving or making personal telephone calls during working hours unless there is an important family reason. The use of mobile phones during working hours is not permitted. The device must remain either at home or in the employee's locker.
18. Employees who have been issued a uniform must keep it clean, not use it outside work, and return it to the Linen Room in the best possible condition upon termination of the employment contract.
19. Damaging Company property through intent, negligence or improper use.

ARTICLE 9 - Special Duties of Department Heads

Department Heads must:

1. Report daily to Management anything observed in the course of performing their duties.

2. Ensure that their subordinates are made aware of these Regulations and, generally, of every instruction or announcement issued by Management, and ensure their proper implementation.
3. Ensure the proper and uninterrupted operation of their departments and, in cooperation with Management, ensure the proper performance of work and the best possible productivity of personnel.
4. Report daily to Management every employee absence, overtime work, work on rest days (REPOS), and any other problem or issue arising during the performance of work.
5. Behave impeccably and fairly toward subordinates, show humanity and understanding, provide all possible assistance and guidance for the proper performance of work, and generally set an example.
6. Ensure the proper appearance of personnel in their department, both with regard to clothing (clean, ironed, etc.) and employees' personal hygiene.
7. Safeguard Company property against damage caused by intent, negligence or improper use by personnel in their department.

ARTICLE 10 - Departmental Duties

1. Reception Department

Employees in the Reception Department are responsible for guest arrivals and departures and for providing guests with information, with courtesy, patience and understanding, on any matter requested. If they are unable to provide information on a matter they do not know, they must immediately notify the head of the department.

They must inform their supervisor daily and without exception about all guest movements, any problems and complaints, and receive instructions and guidance regarding their work.

This department includes Reservations Employees, Main Courante personnel, Telephone Operators, Bell Staff and the Doorman, as well as the driver responsible for guest transportation.

Persons handling money in any manner are also subject to the provisions of paragraph 7 of this Article.

2. Restaurants, Tavern, Snack Bars and Bars

Employees in these departments must follow the instructions and guidance of their supervisors, and in particular of the Maître d'Hôtel. They must take care of the cleanliness, decoration and overall appearance of the rooms and areas of their departments in accordance with the instructions of their supervisor and Management.

They must treat all guests with patience, courtesy, willingness and, above all, civility. They must pay particular attention both to personal hygiene and to an impeccable appearance in terms of clothing.

No employee is permitted to collect payment from a guest unless the relevant bill has first been issued by the competent billing clerk.

Persons handling money in any manner are also subject to the provisions of paragraph 7 of this Article.

Updated health booklets shall be kept in all food and beverage departments. The head of each department is responsible for them; they shall be delivered to the Accounting/Personnel Department and returned to the employee upon termination of the employment contract.

3. Kitchen Department

This department includes the Pastry Department, Bakery (if any), Buffet, and all persons employed in auxiliary duties such as dishwashers, cleaners, etc.

All employees are required to comply with the Chef's instructions and guidance.

They are prohibited from carrying out any order unless they have first received the Chef's instruction or approval. Where there is no order slip, the matter shall be handled internally within the department.

All employees in these departments must strictly observe hygiene rules in accordance with HACCP instructions and pay particular attention to the cleanliness of utensils, premises and uniforms, and especially to their personal hygiene and appearance.

Updated health booklets shall be kept in all kitchens. The head of each department is responsible for them; they shall be delivered to the Accounting/Personnel Department and returned to the employee upon termination of the employment contract.

4. Floors/Bungalows and Common-Area Cleaning Department

All persons working in these departments must take particular care of guest rooms, common areas and all areas within their responsibility, and must carry out in detail the instructions and orders of their supervisors.

They must pay particular attention both to personal hygiene and to an impeccable appearance in terms of clothing.

Hotel Management has the right to transfer chambermaids to the Cleaning Department and vice versa, without this constituting a detrimental change to the terms of the contract, since these specialties are considered similar.

5. Linen Room/Laundry Department

This is a unified department and employees must provide their services wherever instructed by their supervisors.

The persons responsible for the Linen Room/Laundry must issue the appropriate receipt, delivery or movement documents whenever linen is received, delivered or moved within or outside the hotel, and must always keep their records or books fully updated.

6. Stores/Control Department

Employees in this department must exercise particular care in keeping storage areas clean in accordance with health regulations and must ensure both the correct and appropriate storage of products and materials and their preservation in accordance with HACCP rules and instructions.

It is strictly prohibited to receive or deliver goods without the competent storekeeper being informed.

In particular, when receiving goods, the storekeeper is responsible for correctly counting and receiving them and signing the relevant delivery document.

The storekeeper must accurately and consistently maintain accounting debit and credit entries for incoming and outgoing goods and issue the appropriate debit/credit documents. The storekeeper monitors and identifies any unjustified shortages or poor-quality goods in circulation and informs the competent Control employee and Management.

Updated health booklets shall be kept in the Stores/Control Department. The head of the department is responsible for them; they shall be delivered to the Accounting/Personnel Department and returned to the employee upon termination of the employment contract.

7. Office and Administration Department

All financial employees, persons handling money, storekeepers, purchasing employees and controllers must carry out the instructions of Management and their supervisors with a sense of responsibility and exercise the care, diligence and seriousness required by their position in order to safeguard the Company's interests.

Persons handling money must always keep their books updated, and the actual cash balance must at all times agree with the accounting balance.

They must always accept any inspection by the Company's authorized bodies and submit receipts and payment supporting documents within the specified deadlines.

The Control Department, headed by its supervisor, carefully audits all hotel departments and reports directly to Management any irregularity that comes to its attention, whether caused by intent, omission or negligence.

If an irregularity is concealed, the Controller shall be considered jointly responsible and an accomplice of the person who committed the irregularity.

8. Maintenance Department

Responsible electrical technicians must continuously inspect all electrical installations and, following consultation with their supervisors and Management, carry out any addition, repair or improvement.

They must carefully inspect all hotel installations and ensure that guests and employees are not exposed to any risk of electric shock, and must strictly comply with regulations governing electrical installations.

They must also safeguard, under their responsibility, the tools and instruments provided by the Company and clearly mark on panels the function of each switch.

Plumbers must carry out any modification or extension of water supply, irrigation or drainage networks, and any repair or maintenance, following consultation with their supervisors and Management.

Finally, machinists, refrigeration technicians, carpenters, gardeners, swimming-pool maintenance staff and, generally, all employees in the Maintenance Department must work in accordance with the instructions and guidance of the department supervisors and Management.

The heads of the Technical Department must ensure regular checks of the water level in the hotel's water-supply tank and maintain a special log briefly describing all work performed each day, breakdowns and observations, and submit it duly signed to hotel Management.

9. Supplementary Provision

The Company has the right to change or amend the "Departmental Duties" set out in this Article.

ARTICLE 11 - Personnel Rights

Employees are entitled to:

1. A uniform appropriate to their specialty, at the hotel's expense.
2. One meal per day in accordance with the provisions of the Ministry of Labour.
3. Clean areas in which to take their meal.
4. For employees whom Management considers necessary for special services, accommodation in rooms providing appropriate living conditions, either free of charge or as provided by the applicable Collective Labour Agreements.
5. Payment of earned wages or daily wages within the first ten days of the following month in accordance with the legislation in force, together with detailed payslips.
6. No amounts may be withheld from employees' salaries or daily wages except: a) statutory deductions in favour of social insurance bodies and the State; b) advances paid by the Company against remuneration; c) fines imposed in accordance with these Regulations; d) any claim the Company may have against an employee pursuant to Article 664 of the Greek Civil Code.
7. Each year, the statutory annual leave, holiday allowance, Christmas and Easter bonuses, and anything else expressly provided by legislation, Collective Labour Agreements and arbitration or ministerial decisions.

ARTICLE 12 - POLICY AGAINST VIOLENCE AND HARASSMENT

Through this policy, META S.A. expresses its commitment to and implements all measures and obligations for the prevention and handling of every form of violence and harassment in the working environment.

This “policy” is adopted pursuant to Articles 9 and 10 of Law 4808/2021, as well as the relevant guidance issued to obligated parties under the authority of Article 22(1) of Law 4808/2021.

The hotel declares that it recognizes and respects every employee’s right to a working environment free from violence and harassment and does not tolerate any such behaviour, in any form and by any person.

Demonstrating zero tolerance for incidents of violence and harassment, META S.A. establishes a framework of rules and actions to combat violence and harassment in the workplace, while providing employees with safe and accessible means of submitting complaints.

META S.A. takes all necessary measures and addresses incidents through cooperation and teamwork. Specifically, it:

- Identifies the risk.
- Analyses the cause.
- Investigates and proposes possible solutions.
- Implements the measures agreed upon.

For the prevention of incidents, the Company:

1. Provides information on the rights and obligations of employees and Management.
2. Trains employees.
3. Ensures a safe and fair environment.

The hotel supports affected persons by providing appropriate guidance so that incidents of violence can be reported, while safeguarding the applicable personal-data protection framework.

Our objective is to eliminate every incident of violence, gender-based violence, harassment and domestic violence in the workplace by establishing a framework of rules and actions - a “policy” for combating violence and harassment - while providing employees with safe and accessible means of submitting complaints.

ARTICLE 13 - Disciplinary Offences

Any breach of an employee’s duty toward the Company through a culpable act or omission constitutes a disciplinary offence.

An employee’s duty toward the Company is determined by these Regulations, the legislation, the employment contract, other general or specific written or oral instructions of Management, and the employee’s general conduct in the performance of their duties.

The principal disciplinary offences are:

1. Late arrival at work or early departure without Management’s permission.
2. Refusal to perform work where such work falls within the employee’s duties and is consistent with the specialty for which they were hired.
3. Demanding gifts, remuneration or other benefits from guests, suppliers or third parties cooperating or transacting with the Company.
4. Repeated unjustified absence from work where, considering all circumstances, the absence is shown to be deliberate and intended to compel the Company to terminate the employment contract and pay compensation.
5. Damage caused by abandonment, unlawful or improper use of machinery, instruments, vehicles and generally all Company property, as well as negligence in maintaining them.
6. Unlawful use of a staff or guest room, and visiting or staying in a guest room even when invited by the guest.

7. Any failure to carry out official supervision or monitor the work of subordinates where such failure may cause damage to the Company.
8. Any shortage or surplus in the management of any department.
9. Breach of the duty of confidentiality or disclosure of information known by reason of the employee's position within the Company.
10. Any embezzlement, fraud, breach of trust, theft, misappropriation or any form of bribery involving suppliers, agencies, third parties or guests of the Company, irrespective of whether criminal proceedings are brought against the employee, as well as any act constituting a criminal offence or civil wrong under the Civil Code in the performance of the employee's duties.
11. Improper behaviour toward supervisors, subordinates and other Company employees, as well as toward guests and third parties transacting with the Company.
12. Reporting for work while intoxicated or consuming alcoholic beverages during working hours.
13. Participation in any commercial transaction for profit connected with the performance of the work assigned to the employee.
14. The employee simultaneously carrying on, for their own benefit, a business activity relating to the Company's business activity.
15. Providing false information to supervisors on any matter.
16. Removing Company property from work areas, storage areas or the surrounding hotel grounds without written permission from Management.
17. Any act or omission that may cause material damage to the Company, cause an accident to an employee or third party, disrupt the smooth operation of the Company or the department in which the employee works, or diminish the prestige, standing or general interests of the Company and its management.
18. Failure by responsible Accounting Department personnel to submit within the prescribed time limits to public authorities, banks, organizations, etc., information that must be submitted at regular intervals or exceptionally following a specific oral or written instruction.

ARTICLE 14 - Disciplinary Penalties and Decisions

1. The disciplinary penalties provided for are:
 - a) Oral reprimand or warning.
 - b) Written reprimand.
 - c) A fine of up to 25% of one day's wages.
 - d) Temporary dismissal/suspension for up to ten (10) days for continuously employed personnel and up to eight (8) days for seasonal personnel for each offence.
 - e) Final dismissal without payment of compensation.
2. Disciplinary penalties are assessed and imposed as follows:
 - a) Depending on the seriousness of the offence committed, and after taking into account the circumstances under which it occurred, one of the above disciplinary penalties shall be imposed.
 - b) A fine is calculated and imposed on remuneration and withheld from the first month following notification of the penalty to the disciplined employee. Fines are remitted to the Bank of Greece for the benefit of the Workers' Welfare Organization.
 - c) Temporary dismissal/suspension is imposed only where the employee repeatedly commits a disciplinary offence, or where their acts or omissions may cause an accident or harm to the health of a guest, employee or third party, or may diminish the Company's standing.

- d) Final dismissal without payment of compensation is imposed only in cases provided for by the labour legislation in force. The Company may, however, impose temporary dismissal/suspension instead of final dismissal, but may not impose another lesser penalty.
- e) Instigators and accomplices to disciplinary offences are punished in the same manner as the principal offenders.
- 3. Disciplinary authority is exercised only by the Company's Legal Representatives and the Directors of its hotels, except for oral reprimands and warnings, which may also be imposed by Department Heads.
- 4. Before any penalty is imposed, the employee accused of a disciplinary offence shall be invited to provide a written defence before hotel Management. The notice requesting a defence shall clearly specify the alleged disciplinary offence and set a deadline of three working days for the defence.
- 5. The defence shall be submitted in writing. However, where there is an objective inability to submit a written defence, an oral defence may be accepted in the presence of one additional employee as a witness.
- 6. After submission of the defence, or expiry of the deadline without a defence having been submitted, the disciplinary proceedings shall conclude with a decision by the person competent to impose the penalty.
- 7. The decision shall be notified to the employee concerned and to the Department Head. A copy shall be submitted to the Personnel Office, which shall update the penalties register and the employee's individual file.
- 8. The disciplinary decision must be in writing and reasoned and shall be served on the employee within three (3) days.
- 9. A decision imposing temporary dismissal/suspension may be appealed within five (5) days to the competent Labour Inspectorate (Regulations Committee under Legislative Decree 3789/57). The appeal suspends enforcement of the penalty.

ARTICLE 15 - Miscellaneous Provisions

- 1. Once approved by the competent authority, these Regulations must be posted in visible and accessible work areas and at the Company's Head Offices.
- 2. No person shall be hired unless they accept the provisions of these Regulations in writing.
- 3. These Regulations shall enter into force ten (10) days after being communicated to all employees.
- 4. Any matter not covered by these Regulations shall be resolved in accordance with the labour legislation in force.

HOTEL TELEPHONE NUMBERS

CRETA MARINE: 2834306600

CRETA PANORAMA: 2834306700