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We approach the concept of sustainability under three main pillars under which the business itself is affecting/influencing stakeholders & society.

1. Environmental Influence

During the year 2018 the hotel managed to secure certifications and awards such as ISO, Travelife, Green Leader and Greek Breakfast.

WE MANAGE EVERY YEAR TO:

Reduce our operational environmental burden
Actively protect human rights
Recycle more
Contribute to the social and cultural activities of Rhodes
Educate our employees, keep them safe and satisfied
Provide high level services
The Hatzilazarou Group exists for 25 consecutive years, after Giannis Hatzilazarou founded his first hotel in Kiotari, Rhodes in 1993. Following his 17 years of experience in Congo, he aimed to expand in the hospitality industry in his homeland. As a result, his creation is a group of six hotels, offering high-quality services adjusted to all possible travelers’ needs. Passion for excellence is the main drive for improvement, and the Hatzilazarou family throughout the years exerted themselves to obtain a leading role in the hotel world of Greece. The establishment continuously provokes changes for a better quality of services and a healthier progress as a whole operational body.

PRINCESS ANDRIANA RESORT & SPA

Princess Andriana Resort & Spa is an all-inclusive 5 star hotel in Rhodes which offers luxury and comfort in its exotic ambience. The location of Kiotari in southeastern Rhodes, provides the hotel with the ideal place for relaxation while enjoying the abundant sea and sun of the island. The hotel’s relaxing surrounding and the inspiring recreational activities, form the ideal guests’ choice regardless of their personal preferences. The variety of options that the Hatzilazarou Family offers throughout their hotels, gives the guest a chance to enjoy whatever he/she desires. Princess Andriana makes the ideal choice for families, couples and friends with a variety of leisure and entertainment facilities.
The hotel consists of 537 deluxe rooms and suites, many with private and shared pools, indoor and outdoor pools, spacious terraces and stunning views.

Tasting food at our four restaurants where the guest can explore more than one kind of cuisine, is an experience on its own. At our four bars plenty of freshly stirred drinks can be served accompanied by a feeling of luxury and indulgence.

Leisure and sport facilities for the ones who want a more active fun-time during their vacation, feature fitness center, table tennis, mini golf, tennis court and water sports facility.

For our little guests there are Kids' Club and Children's Playground.

Of course, the animation team is daily providing entertainment with interactive activities and shows for the guests to enjoy.
In 2015 the United Nations Member States ended up with the Agenda 2030, after the Agenda 21 formed in the Earth Summit (UN Conference on Environment and Development) held in Rio de Janeiro, Brazil in 1992. The 17 SDGs comprise the 2030 Agenda for Sustainable Development guideline and their core objectives are to enhance all participating countries to endeavor to a better natural environment, reduce poverty and improve health and education overall.

Hatzilazarou Group is a family business that despite its family size it sees beyond that, in an effort to look at the whole picture of business and its economic, social and environmental effect. In that framework, the 17 Sustainable Development Goals entered the mentality of operating business considering its impacts. H Hotels Collection strives to care for sustainable tourism development according to its stakeholders and the indirect interested parties without neglecting the environment. Tourism can play a crucial role in promoting behavioral change, while sustainability and economic growth can go hand in hand. Competitiveness along with sustainability can lead to a flourishing future where one can enjoy the good impacts of the actions taken to protect the environment and the business itself. This is the perspective of Hatzilazarou Family.

The current report reflects the attempt of the company to comply with national and international requirements and priorities. The following presentation of the economic, social and environmental impacts of H Hotels Collection is aligned with the SDGs and an evidence of the commitment made by the company towards the realization of a global partnership in sustainability.
H Hotels Collection and consequently Princess Andriana Resort & Spa, gives the required attention and importance to the direct and indirect stakeholders of the company. The stakeholder engagement is essential on account of mutual understanding and performance advancement. All kinds of collaboration between the Group and the stakeholders, is also our advocacy for a necessary system change, which will transform the way we operate while estimating the effects and respect for the people and the environment.

Our stakeholders are our guests, staff members, suppliers, external partners, shareholders, the locals, the government and the NGOs. We actively support and encourage the engagement of our stakeholders in sustainability matters in various ways, such as annual general meeting, trainings, assessment of suppliers, communicating information about the environment, supporting local community and institutions and through sponsorships and donations.

Princess Andriana Resort & Spa, as part of the hotel family, adjusts to the Group’s policies and contributes its part to a more sustainable future of operations.
FINANCIAL PROSPERITY, EMPLOYABILITY & STAFF WELL-BEING

H Hotels Collection and consequently Princess Andriana Resort & Spa gives the required attention and importance to the direct and indirect stakeholders of the company. The policy that is followed by all hotels is retaining the communication with as many of them as possible, since interaction and regular contact bring both parties closer to fulfill their wishes and satisfy their needs. Our stakeholders are our clients, staff, suppliers, external partners and the locals who are indirectly affected by the company’s activities.

AS A RESPONSIBLE BUSINESS AND ONE OF THE LARGEST EMPLOYERS IN RHODES, WE AIM TO CONDUCT BUSINESS IN A MANNER WHICH ENSURES:

- Fair treatment of all employees and clients
- Transparency of our business policies and practices
- High standards in all matters relating to health and safety in the work environment
- Ethical business practices throughout our operations

1. Good Health and Well-Being
2. Gender Equality
3. Decent Work and Economic Growth
4. Reduced Inequalities
5. Peace, Justice and Strong Institutions

- 3.
- 5.
- 8.
- 10.
- 16.
ALL EMPLOYEES ARE RESPONSIBLE FOR COMPLYING WITH THIS POLICY AND FOR ENSURING THAT THE STANDARDS OF BEHAVIOR REQUIRED BY THE COMPANY ARE OBSERVED BY:

1. Treating others on their merits and disassociating themselves from any form of direct or indirect discrimination, victimization or harassment.

2. Bringing to the attention of their Department Manager any suspected working practice in breach of this policy.

3. Working together to promote a harmonious working environment free from discrimination, harassment and bullying.

Princess Andriana Resort & Spa regards direct or indirect discrimination, victimization and harassment as a serious matter. Employees who fail to comply with this policy will be subject to the Company’s disciplinary procedure. All breaches of this policy will be regarded as serious disciplinary matters and will, if there is victimization, intentional discrimination or deliberate harassment be regarded as potential gross misconduct leading to summary dismissal.

Princess Andriana Resort & Spa is committed in providing equal opportunities to all employees and job applicants. It aims to ensure that no job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or national origin. Furthermore, there is no discrimination relating to employees and job applicants with special needs such as disability or part time or fixed term status unless this can be justified. Human resources department will also take all reasonably practical steps to ensure the smooth integration of disabled employees in the work team. Enterprise also do not employ children in any way.
The hotel acknowledges that misunderstandings can arise where people of different sex, interests and cultures work together. Any employee who believes that he or she is being treated in a way that is contrary to this policy should raise the issue with their Department Manager. If an employee feels that it is inappropriate to approach their Department Manager he or she may contact the Human Resources Department. The Human Resources Department carries out a periodic review of the enterprise's equal opportunity policy and monitors the effects and the application of this policy across all departments.

ADDITIONALLY:

- The company follows a clear Health & Safety policy.
- All employees have access to the hotel’s doctor.
- Free accommodation is offered to employees if requested.
- Bus transfer from/to the hotel and the nearby villages is provided free of charge.
- Free breakfast, lunch and dinner is offered to all our employees.
- Continual employee education is provided (e.g. language courses, professional development courses, First Aid courses, etc.).
- All our employees are fully insured and have a legal contract according to Greek legislation.

All the above comprise our Code of Business Conduct and Ethics. Public access to information and protection of fundamental rights and freedoms is ensured by the company’s policy and national and international agreements.

We do invest every year in young people from Greek tourism schools and also in people living in southern Rhodes. The enterprise is recognized for exemplary practices in corporate practice and responsibility, giving the opportunity to students and young people to succeed as professionals in the hospitality industry.

70% of the hotel’s staff are people living at local or nearby communities. However, every season the company puts an effort to retain the same staff, the biggest part of which work at our hotels for five years or more. Our target for 2019 summer season is to keep this percentage at same level.

All our employees are adults and insured, as our hotel follows the Greek law of workers’ rights. Furthermore, our hotel organizes every year educational programs in order to raise the level of staff's expertise in all departments. Training programs take place throughout the year which provide staff with new knowledge and updates on important matters, such as safety measures for swimming pools and ways to tackle viruses like Norovirus. The company believes in the "lifelong learning" concept and supports its staff with free training and accepts whoever wishes to attend.
The support of local producers is another major priority of the hotel and the Hotel Group in general, for this reason the majority of company’s suppliers are local enterprises. We do cooperate extensively with local businesses, helping them to grow by keeping together a large part of the incoming wealth within the island. Simultaneously, we ensure the safety of our products by asking for the necessary certifications concerning the quality and the function of the company. Our purpose is to purchase from multiple suppliers to avoid reliance on just a few vendors and consequently, to prevent vendors from depending on us.
Princess Andriana Resort & Spa is determined and takes specific action in order to positively contribute to the protection and preservation of cultural heritage, social coherence and economic florescence of its properties’ surroundings.

Once a week, the local entertainment program of our hotel includes a traditional Greek night. All of our guests are informed on daily events, such as the so-called “paniyiria”, which take place around the area and they are also encouraged to visit the nearest Rhodian villages. In this way, the enterprise promotes local culture and our traditional customs supporting in the meantime local businesses and the potential financial growth of the area.

The hotel also demonstrates the richness and gastronomic diversity of traditional Greek cuisine, offering high quality food based on local recipes. Additionally, a local product which is a well-known sweet delicacy in Rhodes, the “melekouni”, is offered to the guests upon their arrival as a welcome treat.
H Hotels Collection keep a close cooperation with the local community and local organizations. The group’s chairman and most members of the B.o.D. originate from Asklipio (a village near to Kiotari area) and their philosophy is to upgrade southern Rhodes and also to assist in developing local economy by expanding and extending the incoming tourism. The aim of increasing tourism brings significant investments in the region and new hotels, while offering employment opportunities to even more residents of southern Rhodes. The employment of as many locals as possible, is also a feature of the group in addition to its ongoing investment policy in the tourism industry and has made H Hotels Collection stand out from other groups or businesses. The enterprise also contributes materially or economically to actions or events of clubs and local communities in southern Rhodes as it considers it extremely important to preserve the cultural identity and customs of the area.
HOTELS COLLECTION
IS A PROUD SPONSOR OF:

HUMAN CENTERED INTERVENTIONS

People, employees and our customers are important social constants for the group. During the summer season, all hotel staff, in line with the recycling philosophy, gather the lids of the plastic bottles so that after the concentration of a certain volume, they are exchanged for a wheelchair. In addition, staff are attending annual first aid seminars to ensure that each member of the group is able to give first aid to someone in need either during work or outside hours. Furthermore, charitable initiatives, social interventions, sponsorships and informative actions are often carried out in cooperation with local services. For example, each year the group organizes meals in a nursing home, donates bed linen to institutions and regional clinics, and in general declares present on important issues that concern the local community.

1. Kolossos Basketball Club since 2014; the historical basketball team of Rhodes, founded in 1963, is among the leaders of the Greek Basketball League and has been renamed to ‘Kolossos H Hotels’ after H Hotels Collection became its Grand Sponsor

2. the Rodion Athlisis – Volleyball Team since 2016

3. Roads to Rhodes Marathon; the official marathon that takes place annually on the island

HELP DONATION PROGRAM

Dedicated to meaningful contributions, H Hotels Collection has created the “Help Donation Program”, and each season we help a new cause.

We started in 2012 by contributing to the Medecins Sans Frontieres (MSF), and since then we have supported the “Rhodes for Life” – annual march against cancer, and have donated to the local medical centre and hospital.
ENVIRONMENTAL INFLUENCE

6. Clean Water and Sanitation
7. Affordable and Clean Energy
9. Industry Innovation and Infrastructure
12. Responsible Consumption and Production
13. Climate Action
14. Life Below Water
15. Life on Land
In 2018 an important update took place on the website of Princess Andriana Resort & Spa and H Hotels Collection, adding a section on sustainability and responsible business. One can also find the three policies the group follows, the environmental, the food safety and the quality policy.

1. Spreading awareness is the initial, most necessary step for making change. Therefore, Princess Andriana and H Hotels Collection in whole, take care of informing and updating its staff and the guests on environmental matters via activities. In such activities both staff members and guests can volunteer, offering the opportunity to both sides to interact and exchange precious information and suggestions for future engagements in the same and similar events. Bright examples are the Beach Cleanup on World Environmental Day and the Reforestation activity which takes place in a field close to the hotel.

2. Another way to raise guests’ awareness is requesting their towels to be changed by placing them at a specific spot, the moderate use of water and incite them to recycle during their stay. These encouraged actions are made known through leaflets that every guest may find in the room. As for our staff, they can find information posted on boards in staff areas.

3. We cooperate with an external bicycles renting service, in order to offer a more sustainable means of transport for the nearby hotel area exploration.
Recycling has become a priority in the hotel’s operational system, thus it includes the recycling of plastic, glass, paper and aluminium. Within this frame, all the glasses used in the bars and restaurants, are reusable and made of recycled plastic. The recycling of cooking oil and fats is also a part of the recycling program. Additionally, the hotel recycles led lamps and batteries. Another concern of the hotel is also the use of straws, where awareness about the environmental impacts of using plastic straws has increased. Therefore, the bars and restaurants have been notified to reduce the use whenever possible.

Reuse paper and offices’ consumables when applicable and order in bulk whenever possible are a few ways to tackle waste produce from the inside and avoid extra costs.

The hotel uses automatic chemical dispensers in housekeeping, food production and laundry departments. Furthermore, the chemicals given in every department are monitored on a monthly basis and are purchased by suppliers with the necessary certifications verifying their proper and safe use.

Swimming pools are automatically chlorinated. The beach waters are lab tested proving their good quality where everyone can swim in safety. There is also annual training in using the chemicals properly. When it comes to water management in general, the Group uses biological treatment in order to treat wastewater. The ozone friendly fridges and equipment are also part of the environmental friendly policy of the group.

As for wildlife, there are no endangered species in the area of Kiotari and the hotel never gets involved in capturing any kinds of animals for business purposes. Apart from that, fishing and hunting are prohibited in the hotel’s wider area of responsibility.

A small garden with Greek native herbs is an effort to display to our guests a sample of Greece’s natural wealth.
The commitments Princess Andriana Resort & Spa is willing to make are fundamental and mandatory in order to maintain its high quality of services and overall operation. The effort to contribute economically, socially and environmentally to the area cannot halt, it can only accelerate the ongoing progress. Meanwhile, the opinion of our guests plays a vital role in our improvement and growth.

<table>
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<tr>
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<th>2017</th>
<th>2018</th>
<th>Percentage Change (2017-2018)</th>
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<tr>
<td>FRYING OIL</td>
<td>928</td>
<td>2480</td>
<td>+167%</td>
</tr>
<tr>
<td>PAPER</td>
<td>52120</td>
<td>42130</td>
<td>-19.2%</td>
</tr>
<tr>
<td>ALUMINIUM</td>
<td>-</td>
<td>330</td>
<td>-</td>
</tr>
<tr>
<td>E-WASTE</td>
<td>874</td>
<td>199</td>
<td>-77.2%</td>
</tr>
<tr>
<td>BATTERIES</td>
<td>26</td>
<td>39</td>
<td>+50%</td>
</tr>
<tr>
<td>METAL SCRAP</td>
<td>3110</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>FLUORESCENT LAMPS</td>
<td>50</td>
<td>60</td>
<td>+20%</td>
</tr>
<tr>
<td>PLASTIC</td>
<td>550</td>
<td>430</td>
<td>-21.8%</td>
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A major step in communicating all this effort on sustainability is the increased presentation of the hotel’s activities which is planned for the following year. The word needs to be spread and people should become aware of what the environmental situation is and what H Hotels Collection does to tackle the arisen problems. Additionally, in the frames of “Travel with Care”, our Corporate Social Responsibility program for 2019, the hotel wishes to reinforce its positive social footprint through its cultural events. The support of the local society will be maintained, the majority of suppliers we choose will remain local and domestic and the actions taken for cultural promotion will continue enhancing the guests’ experience.

We see our future as an opportunity to invest in our staff continuing the training programs, protecting their rights and encouraging them to recycle, save water and energy in their daily life. The battle against straws will continue and promote, as much as possible, the use of straws only upon guests’ request. Environmental events, such as the World Environmental Day and the Reforestation Day, will take place for another year to come, since we recognize the necessity of raising awareness in our staff and guests. In search of more options on sustainable operations, Princess Andriana Resort & Spa intends to continue checking its statistics on a regular basis, comparing its advancement and proceed to adjustments whenever possible and needed.

The holistic perspective is a one way road to viewing business, in a world where people and environment are interlinked and have to be treated in fair and equal terms. Princess Andriana Resort & Spa and H Hotels Collection commit to try for its best possible performance where economic, social and environmental impacts are prioritized.
SUSTAINABILITY IS OUR PRIORITY; OUR PLANET IS OUR HOME.

THANK YOU!