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

1. **Environmental Influence**
   - Reduce our operational environmental burden
   - Actively protect human rights
   - Recycle
   - Contribute to the social and cultural activities of Rhodes
   - Educate our employees, keep them safe and satisfied
   - Provide high level services

During the year of 2018, during its first period of operations, the hotel managed to secure the Blue Flag Certification.

**FOR OUR FUTURE OPERATIONS**

EXECUTIVE SUMMARY

Mayia Exclusive Resort & Spa is a 5-star member of the H Hotels Collection in the island of Rhodes, Greece. Mayia is a premium all-inclusive hotel, adults-only with personalized services and gastronomical experience. The understanding of the direct and indirect relations amongst people, environment and economic growth was inevitable, as climate change is not anymore a vague concept, but a tangible reality. Therefore, Hatzilazarou Group has actively participated in the initiative “Sustainable Greece 2020”, launched by the QualityNet Foundation in partnership with the leading Business Associations of Greece. The initiative’s goal is to raise awareness among the Greek business community and society at large, on issues of Sustainable Development, Responsible Entrepreneurship and Social Responsibility.

Additionally, Mayia Exclusive Resort & Spa is built considering a priority its impacts on the environment, aiming at sustainable and environmental friendly methods. The sustainability-oriented actions implemented by the hotel and group in general, are a sincere effort towards a sustainable way of operations. Due to the recent opening of the hotel, this report is the first and in tandem with the United Nations’ Sustainable Goals (SDGs), intending to comply with the instructions of UN World Tourism Organization (UNWTO) on Tourism for SDGs whenever this is practically possible.

Combining the economic growth with sustainable business is not an easy task, but with our guests, staff and the local community we were able to succeed in many aspects and establish ourselves as a leading company in the hotel industry. Of course, it would be an illusion to believe we succeeded without recognizing the room for improvement left. The following pages confirm the above mentioned effort for an environmentally friendly operation and a future with planned actions of the Group and Mayia Exclusive Resort & Spa separately, to enhance its advancement in the fields of sustainability.
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 travellers’ 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.

MAYIA EXCLUSIVE RESORT & SPA

Mayia Exclusive Resort & Spa is an all-inclusive 5 star hotel which is the ideal place for both taking the pleasure of extraordinary sea views and a classy ambience. The hotel’s location in Kiotari is the ideal place for a retreat from the fast-paced city life and for a guest to enjoy the exclusiveness Mayia generously has to offer.

The variety of options that the Hatzilazarou Family offers throughout their hotels, gives the guest a chance to enjoy whatever he/she desires. Mayia Exclusive Resort & Spa makes the ideal option for couples and adults who wish for modern harmony in privacy.

The hotel has 250 spacious rooms and suites with swim-up options and private pools, indoor and outdoor pools with stunning views. At our three bars, two food corners, patisseries and six restaurants the guests can sip freshly stirred drinks and savor a variety of tastes, from Greek to Asian, in an opulent environment.

To feel even more rejuvenated, the luxurious Mayia Spa features all the services and facilities to pamper its guests. A Fitness Center could not be missing for the ones who wish to keep fit during vacations. Guests may also find shops and a hairdresser.
THE 17 SUSTAINABLE DEVELOPMENT GOALS - SDGs

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 guidelines, 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 the 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 Mayia Exclusive Resort & Spa give 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 respecting the people and the environment. Our stakeholders are our guests, staff members, suppliers, external partners, shareholders, the local community, 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 Sun Hotel, 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

3. Good Health and Well-Being
5. Gender Equality
8. Decent Work and Economic Growth

10. Reduced Inequalities
16. Peace, Justice and Strong Institutions

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

Mayia Exclusive 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. The Human Resources department will also take all reasonably practical steps to ensure the smooth integration of disabled employees in the work team. The Enterprise also do not employ children in any way.
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.

Mayia Exclusive 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.

The hotel acknowledges that misunderstandings can arise where people of a 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 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.

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.
SOCIAL INFLUENCE & LOCAL COMMUNITY SUPPORT

Mayia Exclusive 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.

1. Good Health and Well-being
2. Decent Work and Economic Growth
3. Sustainable Cities and Communities

LOCAL COMMUNITY AND TRADITION

All of our guests are informed daily for traditional 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 traditional 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 keeps close cooperation with local communities and local organizations. Group’s chairman and most members of the B.o.D. originate from Asklipio (a village near Kiotari) 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 to 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 accumulating 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 support 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.
In 2018 an important update took place on the website of Mayia Exclusive 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. A way to raise guests’ awareness is requesting change towels by placing them at a specific spot, the moderate use of water and incite them to recycle at any recycle bin available in the hotel area. 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’s areas.

2. Recycling has become a priority in hotel’s operational system, thus it includes the recycling of plastic, glass and paper. 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 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.

3. The property uses low energy LED and CFL bulbs which last longer and have low energy consumption. All TV screens are also with LED technology for better experience and less energy.
5. Solar thermal collectors are used to heat up the water. The cooling system of the building uses inverters for lower energy consumption and the heat that is generated from the cooling system is used for the production of warm water (heat recovery). The system also automatically stops when windows are open.

6. Windows are double-glassed to contribute in saving energy.

7. The power supply for each room is only turned on with the use of the key-card while the guests are in the room.

8. Motion detectors are installed in some areas of the hotel, to avoid unnecessary energy consumption.

9. There is a central control and management system of the mechanical and energy systems of the hotel. Through this system problems can be identified while different parameters can be adjusted aiming at energy savings.

10. All toilets are equipped with toilet cisterns with dual flush buttons which are 80% more efficient.

11. In 2018, all hotel members of the group stopped using paper questioners and farewell letters and initiated the promotion of their digital form.

12. 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.

13. 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 operation.

14. 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.
Central servers connect all computers in every office, therefore the power used is lower than the power would be used separately with personal desktops.

During maintenance procedures all walls’ surfaces are painted with non-toxic environmentally friendly colors.

In housekeeping department, reusable, fabric sacks are used for collecting linen and towels. Thus, a well-regarded amount of plastic bags is avoided.

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.

RECYCLING

<table>
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<th>2018</th>
<th>QUANTITY (kg)</th>
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<tr>
<td>PAPER</td>
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<tr>
<td>PLASTIC</td>
<td>80</td>
</tr>
<tr>
<td>FRYING OIL</td>
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Mayia Exclusive Resort & Spa will strive to maintain its quality while contributing economically, socially and environmentally to the area. Meanwhile, the opinion of our guests plays a vital role in our improvement and growth. Altogether, is an everlasting endeavor to attain progress on all aspects and acknowledge that being sustainable is worth it.

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. Hence, all this effort on sustainability is planned to be communicated, presenting the hotel’s activities for the following year.

COMMITMENTS FOR THE FUTURE
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. In order for people to become aware of what the environmental situation is and what H Hotels Collection does to tackle the arisen problems, the Group plans to enhance its communication and presentation of the hotel's sustainability activities.

Training programs will continue for our staff, while protecting their rights and encouraging them to recycle, save water and energy in their daily life. We will persist on our effort to reduce the usage of straws and promote, as much as possible, their use only upon guests’ request. Environmental events, such as the World Environmental Day and the Reforestation Day, will take place since we recognize the necessity of raising employees’ and guests’ awareness. In search of more options on sustainable operations, Mayia Exclusive Resort & Spa intends to check its statistics on a regular basis, comparing its advancement and proceeding to adjustments whenever possible and needed.

We view business holistically, where people and environment are interlinked and have to be treated in fair and equal terms. Mayia Exclusive Resort & Spa and H Hotels Collection, commit to try for their best possible performance where economic, social and environmental impacts are prioritized.
SUSTAINABILITY IS OUR PRIORITY;
OUR PLANET IS OUR HOME.

THANK YOU!