



SUSTAINABILITY REPORT 2022



HOTELS
COLLECTION

HATZILAZAROU GROUP

 TRAVEL
WITH
CARE



HOTELS
COLLECTION

HATZILAZAROU GROUP

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Introduction

⁶ Hatzilazarou family established the H Hotels Collection since 1993 and aspired to provide world-class holiday experiences in luxury resorts in Rhodes, Greece – one of the most coveted island destinations in the Mediterranean. Hatzilazarou Group is not only distinguished for its genuine passion for hospitality and motivated by a culture of excellence, but also is fully aware of climate change and its impacts on the direct and indirect relations amongst people, environment, and economic growth.

For this reason, as a company we prepare our sustainability report on an annual basis with the focus on advancement of sustainability goals. We are examining our group performance in tandem with the United Nations Sustainable Goals (SDGs) and intend to comply with the instructions of UN World Tourism Organization (UNWTO) on Tourism for SDGs whenever this is practically possible. At the moment our commitment is maintaining 14 out of the 17 goals and throughout the report they are mentioned in detail according to the objective.





The business is affecting/influencing stakeholders & society as we approach the concept of sustainability under three main pillars:



9

We manage every year to



The H Hotels Collection

¹⁰

Ioannis Hatzilazarou founded his first hotel in Kiotari, Rhodes, in 1993. After 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 promotes changes for a better quality of services and a healthier progress as an operational unit.

During the year of 2022 the H Hotels Collection maintained and achieved new certifications and awards as a Hotel Group.

Our Hotels at a glance

MAYIA

EXCLUSIVE RESORT & SPA



MAYIA EXCLUSIVE RESORT & SPA
5 Star Hotel (Adults Only)

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. It has 250 rooms, 6 restaurants and comes with Premium all-inclusive. It makes the ideal option for couples and adults who wish for modern harmony in privacy.

BOUTIQUE 5

HOTEL & SPA



BOUTIQUE 5 HOTEL & SPA
5 Star Hotel (Adults Only)

Boutique 5 Hotel & Spa is a luxury boutique hotel in Rhodes, which offers 44 Rooms & Suites, the pleasure of privacy, and comfort in its adults-only environment and high aesthetics ambience. The combination of the hotel's architecture with the natural beauty forges the distinctive discreet feeling of luxury in simplicity. The best choice for couples. It even has a certification as a Boutique Hotel, the first in its category on the island.

PRINCESS
ANDRIANA

RESORT & SPA



PRINCESS ANDRIANA RESORT & SPA
5 Star Hotel

Princess Andriana Resort & Spa is an all-inclusive 5 star hotel in Rhodes which offers luxury and comfort. The hotel's relaxing surrounding and the inspiring recreational activities, form the ideal guests' choice regardless of their personal preferences. Princess Andriana offers 537 Deluxe Rooms & Suites and 4 restaurants and 4 bars and makes the ideal choice for families, couples and friends with a variety of leisure and entertainment facilities.



LINDOS
PRINCESS

BEACH RESORT & SPA



LINDOS PRINCESS BEACH RESORT & SPA 4 Star Hotel

Lindos Princess Beach Resort & Spa is an all-inclusive 4-star hotel and the ideal place for adults and families. The hotel's ambiance inspired by the natural setting, comfortable accommodation and the variety of leisure activities create the perfect place for relaxation and having fun. This resort has 639 Rooms in total and offers 4 different dining options.



RODOS
PRINCESS

BEACH RESORT & SPA



RODOS PRINCESS BEACH RESORT & SPA 4 Star Hotel

Rodos Princess Beach Hotel is an all-inclusive 4-star hotel, it's the perfect resort for all, families and couples. Its location offers impressive 180o panoramic sea views, and its private beach along with the outdoor pool create the ideal atmosphere for island holidays. This resort with his 421 rooms & suites combines recreational holidays with stunning views.



PRINCESS
SUN

HOTEL & SPA



PRINCESS SUN HOTEL & SPA 4 Star Hotel

Princess Sun Hotel is a 4-star hotel with 197, which is the ideal place for all who wish for a wide range of all-inclusive activities and services during their stay. Gardens, pools with water slides, activities for adults and children, Mediterranean tastes and Greek hospitality create the place for the ultimate holidays.

Certifications



- Blue Flag
- Travelife
- ISO 22000 Food Management System
- ISO 14001 Environmental Management System
- ISO 9001 Quality Management System



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HOTELS
COLLECTION



- Blue Flag
- ISO 22000 Food Management System



- Blue Flag
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- ISO 22000 Food Management System
- ISO 14001 Environmental Management System
- ISO 9001 Quality Management System







H Hotels Collection and Sustainability

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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.



2022 HIGHLIGHTS

Certifications

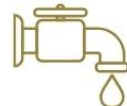


ISO 22000:2018
certification achieved
for Lindos Princess

Environment



9,05 tonnes of
waste diverted
from landfill



0.47 m3 water
consumption
per guest



0.06% water
reduction
compared to 2021



33,74 kwh energy
consumption per
guest



0.04% electricity
reduction compared
to 2021



2220 tonnes of
sludge from biological
plants

Community



12 local community
organizations and
charities



75.8% of our products and
materials are from local
producers & 24.2% of them is
from other places in Greece.



Over 100 employee
training hours



2021 vs 2022

2021 vs 2022

MAYIA
EXCLUSIVE RESORT & SPA

46.77 vs 41.31 kwh

0.48 vs 0.51 m3

BOUTIQUE 5
HOTEL & SPA

59.62 vs 60.18 kwh

0.55 vs 0.44 m3


PRINCESS ANDRIANA
RESORT & SPA

22.18 vs 24.4 kwh

0.58 vs 0.58 m3


RODOS PRINCESS
BEACH RESORT & SPA

19.02 vs 16.77 kwh

0.46 vs 0.42 m3


LINDOS PRINCESS
BEACH RESORT & SPA


(2022) 10.54 kwh

(2022) 0.25 m3


PRINCESS SUN
HOTEL & SPA

17.48 vs 13.93 kwh

0.48 vs 0.40 m3

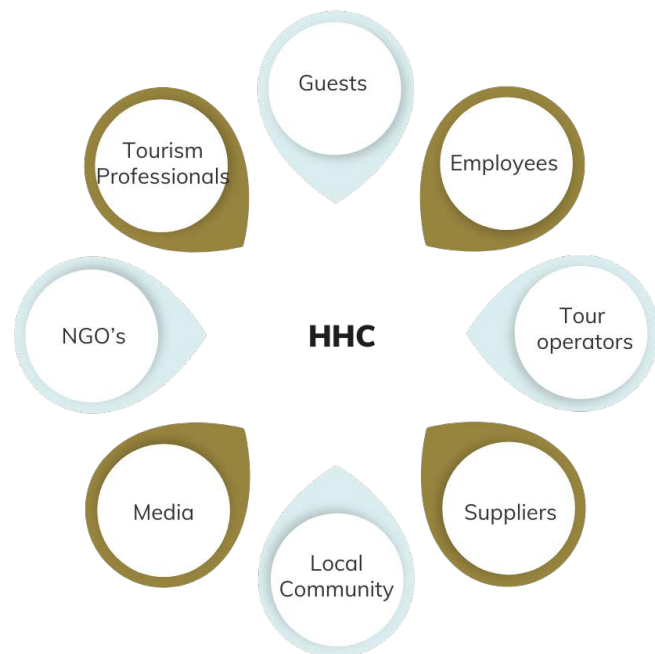


H Hotels Collection is a family business that despite its family size it sees beyond that, to look at the whole picture of business and its economic, social, and environmental effect. In that framework, the 17 Sustainable Development Goals entered the mentality of operating business considering its impacts. We strive 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 evidence of the commitment made by the company towards the realization of a global partnership in sustainability.



Stakeholders



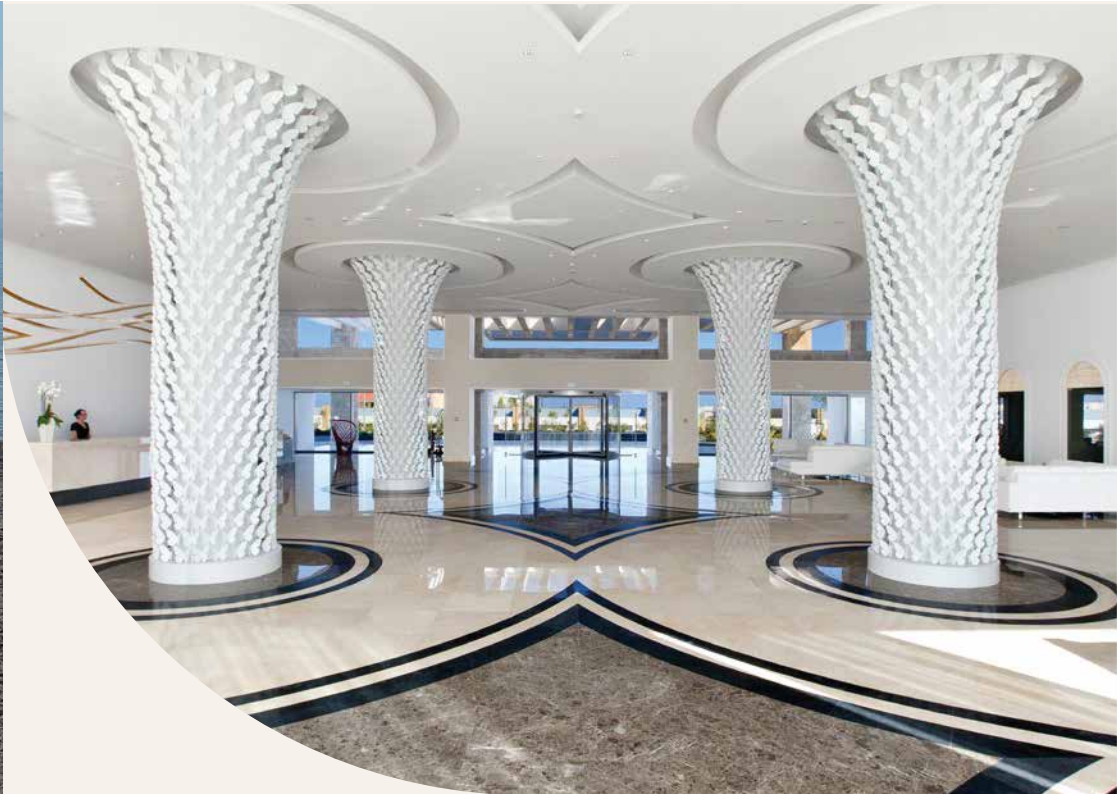
H Hotels Collection gives the required attention and importance to the direct and indirect stake-holders of the company. The stakeholder engagement is essential on account of mutual understanding and performance advancement. All kinds of collaboration between the Group and the stakeholders, is also our 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.

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Our stakeholders are our guests, employees, suppliers, external partners, shareholders, media, academic community, financial institutions, 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 meetings, trainings, assessment of suppliers, communicating information about the environment, supporting local community and institutions and through sponsorships donations.





Employees Well-Being & Financial Progress



H Hotels Collection 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.

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 guests



Transparency of our business policies and practices



High standards in all matters relating to health and safety in the work environment

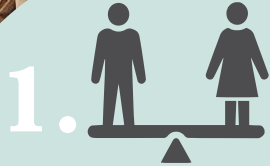


Ethical business practices throughout our operations

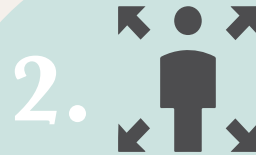
Hatzilazarou Group is committed in providing equal opportunities to all employees and job applicants. It aims to ensure that no job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or 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 does 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.



H Hotels Collection 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.

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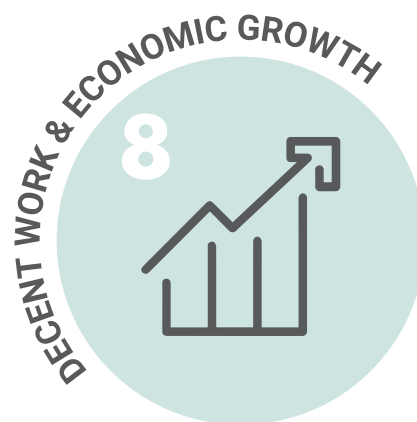
We recognize that misunderstandings can arise where people of different sex, interests and cultures work together. Any employee who believes that he or she is being treated in a way that is contrary to this policy should raise the issue with their Department Manager. If an employee feels that it is inappropriate to approach their Department Manager, he or she may contact the Human Resources Department. 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.

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



Social Influence & Local Community Support

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Local Community & Tradition

Hatzilazarou Group is determined and takes specific action, to positively contribute to the protection and preservation of cultural heritage, social coherence, and economic florescence of its properties' surroundings.

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In 2022, the time of festivities and traditional customs had returned and we were finally able to enjoy and share with guests and employees our unique cultural heritage. The Greek Festivals called "paniyiria" were back on the scene, with traditional music and local foods, encouraging guests to attend and experience the local culture.. In this way, the company continually promotes local culture and our traditional customs supporting in the meantime local businesses and the potential financial growth of the area.

The hotels also demonstrate the richness and gastronomic diversity of the traditional Greek cuisine, offering high quality food based on traditional recipes. We offer a local sweet delicacy, "melekouni", which is given to the guests upon their arrival as a welcome treat. In 2022 we continued offering traditional delicacies as a "Farewell Gift", produced and managed by the Monastery Ipseni. To introduce Greek dishes from another perspective once a week we offer a cooking lesson to the guests where they have the chance to watch step by step the creation of a traditional dish and be the final tasters.



H Hotels Collection keeps a close cooperation with the local community and local organizations. Group's chairman and most members of the BODs originate from Asklipio (a village near to Kiotari area) and their philosophy is to upgrade southern Rhodes and to assist in developing local economy by expanding and extending the in-coming 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.

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Human-centric interventions

People, employees, and our guests are important social constants for the group. Thus, we acknowledge the importance of food quality and all the specific traits that come along. We take care of our guests with special food allergies and gluten-free meal choices, since we recognize that intolerance in some foods can bring great discomfort.

Furthermore, charitable initiatives, social interventions, sponsorships, and informative actions are often carried out in cooperation with local services. In 2022, we were glad to start our cooperation with PAMEA community organization which gathers plastic bottle caps to buy medical equipment for those in need.



H Hotels Collection is a proud sponsor of:

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.

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Football and basketball teams of South Rhodes, such as Diagoras Vatiou Football Team, PAS Asklipio Foot-ball Team, Kalithea Rodou Basketball Team and PAS Asklipio Football Team, in the effort of supporting and encouraging the island’s athletic spirit.

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

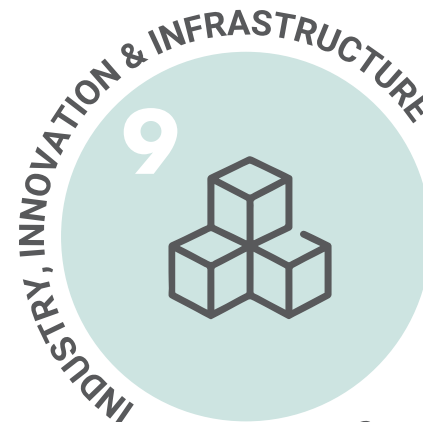
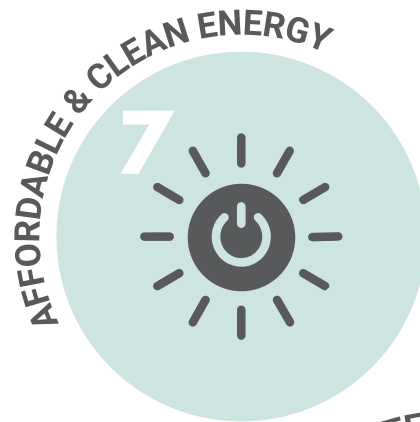


Donation & Charities

- Dedicated to meaningful contributions, H Hotels Collection has created the “Help Donation Program” and each season we help a new cause.
- Association of Volunteer Blood Donors of Rhodes
- “Rhodes for Life” – annual walk against cancer and donations to the local medical center and hospital.
- Military camps of Gennadi and Kalathos (Special Forces) where general equipment was donated.
- Holy Monastery of Panagia Ipseni by donating construction materials and supporting the local products that the nuns make, such as tea etc.
- Cultural Association of Asklipio Village by donating materials of different kind on several occasions.
- Pas Asklipiou Football Team where we donated material equipment for the stadium area, such as goal nets and seats.
- Asklipio Preschool where part of playground equipment along with the safety flooring were donated. the Police and Fire Departments of Gennadi Village and the Medical Center in Gennadi by donating a variety of equipment which can be reused.
- School of a nearby village, Lardos, by donating furniture and baskets.
- General Hospital of Rhodes, curtains were donated to the Emergency Department, and some other equipment to the Pediatric Department.



Environmental Influence



Actions towards sustainability:

1. Spreading information is the initial, most necessary step for making change. Therefore, H Hotels Collection takes care of informing and updating its staff and the guests on environmental matters via activities. In such activities both staff members and guests join in, 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



2. Another way to raise guests' awareness is by requesting the change of towels by placing them at a specific spot while they can find more information about our actions and what they can do for the environment in the H Hotels Collection app in the "Hotel Info" section. We do take action to induce kids' interest in recycling, therefore, our animation teams have recycling games at our kids' clubs. As for our staff, they can find information posted on boards in staff's areas.



3. In our efforts reducing plastic waste from our guest rooms, we changed a portion of our amenities from small separate bottles to bulk bottles.

4. We take pride in our Blue Flag beaches and sea waters, where we continually strive to keep our precious nature clean and enjoyable for everyone. Blue Flag is a program created by the Foundation for Environmental Education which promotes sustainable development in over 70 countries. The beach waters are lab tested proving their good quality where everyone can swim in safety.



5. In 2022 we continued our cooperation with the Social Cooperative Enterprise "Gia ti fisi" and we were happy to participate once again into this educational park cleaning activity.



6. Adopting 100 trees by joining the program " Forest Ambassador" of the Social Cooperative Enterprise "Gia ti fisi", was an initiative taken in 2020 and continued consistently.



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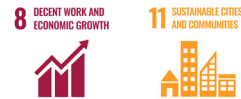
7. Except for beach waters testing, we conduct lab tests for swimming pools and potable water so we can control and guarantee the safety and quality of our waters.



8. HACCP Protocols are followed in our food and beverage departments to secure health and safety for our guests and staff members.



8. We cooperate with an external bicycle renting service, to offer sustainable means of transport for the nearby hotel area exploration.



9. Recycling has become a priority in hotel's operational system; thus, it includes the recycling of plastic, glass, paper, and aluminum. 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 hotels recycle led lamps and batteries. Another concern of the hotels is 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. Biodegradable straws are also provided as an alternative.



10. 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.



11.

Printed paper is reduced in all ways possible, as each year we incorporate digital apps and systems into our everyday operations to decrease our environmental footprint. A system we managed to work on and apply since 2020 is Hotel Toolbox and gives us the ability to cover monitoring ISO systems ensure the smooth operation of our departments without the paper waste.



12.

In 2021 at Princess Andriana Hotel & Spa, for the first time, we implemented the “Hotel Kitchen” program. In 2022, the program was applied to all Hotels of the Group, while Princess Andriana Resort & Spa extended the application on all the Food & Beverage Departments.

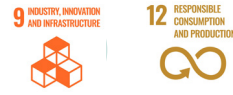
We consider this action as a major step forward, as we managed to introduce the system to most of our staff members when at the same time, we collected more data on food waste than it had ever happened before.

These are some major goals we achieved by applying the program:

- Gather specific data of our food waste production at core spots of the hotel.
- Manage to read set a system that the kitchen and service teams to work with.
- Introduce to the guests and employees the idea of caring for food.
- Explore the possible solutions we can find as an enterprise.
- On the International Food Waste Day of 2022, we activated a media contest to help spread awareness on wasted food



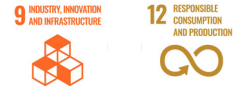
13. To affectively control how the energy and water are used around the hotels' premises some of our units use the Building Management System (BMS). This system provides a centralized management of electrical and plumping installations and helps to timely identify and tackle problems sometimes even before they happen. By installing this system, a lot of functions are automated and are better controlled while the damaging is reduced. An example of the automated functions is the automatically chlorinated swimming pools.



14. Motion detectors are installed in most areas around the hotels.



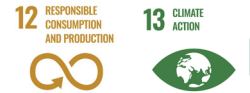
15. Solar thermal collectors are used to heat up the water.



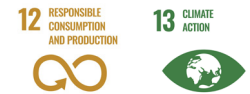
16. When it comes to water management in general, the Group uses biological treatment to treat wastewater. The ozone friendly fridges and equipment are also part of the environmentally friendly policy of the group.



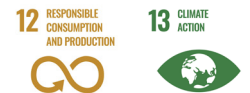
17. The hotels use automatic chemical dispensers in housekeeping, food production and laundry departments. Furthermore, the chemicals given in every department are monthly monitored and are purchased by suppliers with the necessary certifications verifying their proper and safe operation. Furthermore, we collect all the necessary Safety Data Sheets for the chemicals we use and regularly check for possible renewed approvals from the National Organization for Medicines.



18. Most of our hotels are equipped with double glass windows which contribute to energy saving in heating and cooling the rooms. At the same time, most of our premises have inverters installed as a cooling system which have much lower energy consumption compared to traditional cooling systems.



19. Electronic lock system ensures the rooms' power is on as long as the guest is in the room so unnecessary power consumption is prevented.

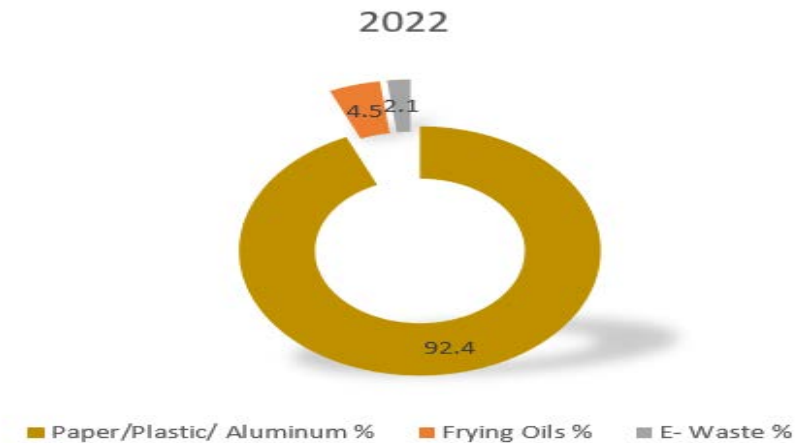
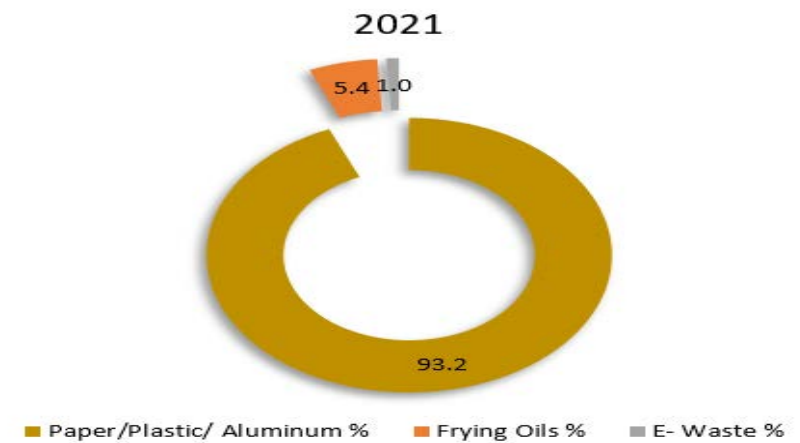
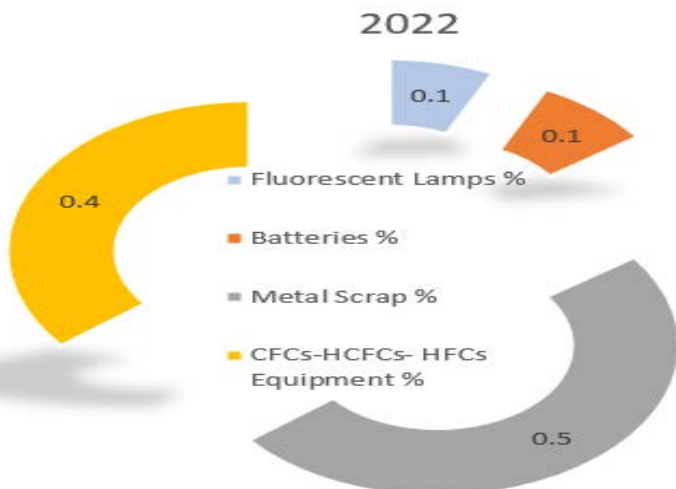
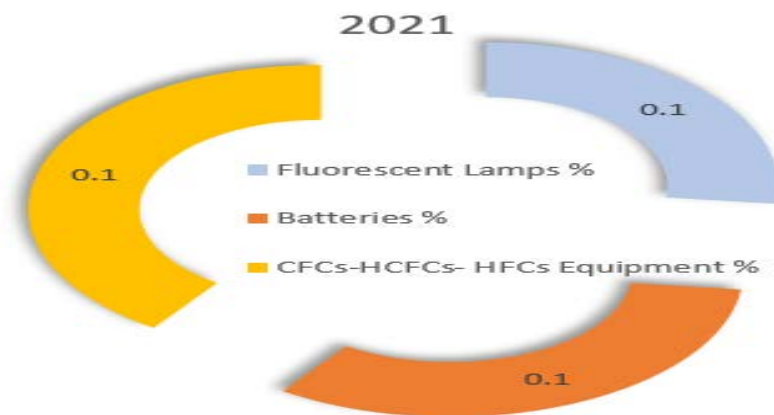


20. As for wildlife, the hotels never get involved in capturing any kinds of animals for business purposes. Apart from that, fishing and hunting are prohibited in the hotel's wider area of responsibility.

Recycling Streams

The recycling process has a paramount impact on our operations and thus we are striving to integrate more materials and improve our waste management plan

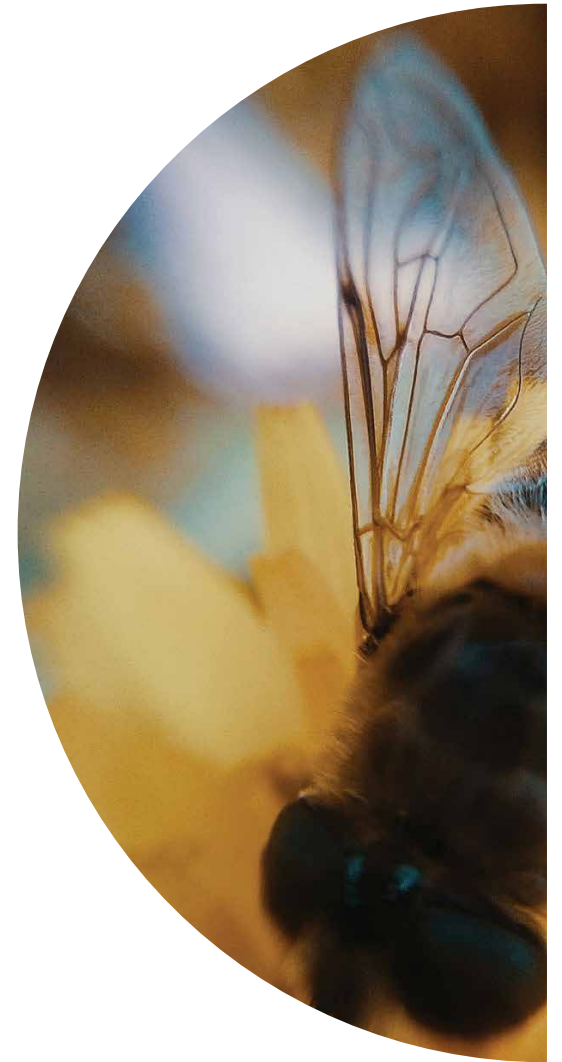
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Commitments for the Future

The commitments H Hotels Collection is willing to make are fundamental and mandatory 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.



Goals for 2023

Caring for our planet

- continue our partnership with Gia Ti Fisi for the re-generation of our natural environment for forest preservation and new co-operation for protection of sea turtles
- review our plastic waste and set specific target on reduction in line with our purchasing policy and operation
- new bio gas plant and our co-operation relating to food waste
- review CO2 emissions in-house and with our external suppliers to set a longterm objective

Caring for people

- our employees learning and development with different ways of interaction
- continuing our sponsorship and donations in the local area
- communication with local communities for support where needed
- responsible tourism with experiences for our guests which also protect the local heritage and culture

Vision, Mission & Values



With our progress in all areas of sustainability we have created our aim into three standards.

VISION

Our passion is to evolve, to develop standards and to exceed ourselves by setting the prerequisites for unique guest and stakeholder experiences.

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MISSION

With innovation and determination, we establish trusting and value-adding relationships, exceed guests' expectations, develop our people, support the local community and protect the environment.

VALUES

We establish trusting relationships.

We are vigilant, dedicated to development and improvement and exceed ourselves.

We develop our people to experience and provide unique moments.

We dare to pioneer and establish new standards.



"We can never have enough of Nature"

by Henry David Thoreau



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