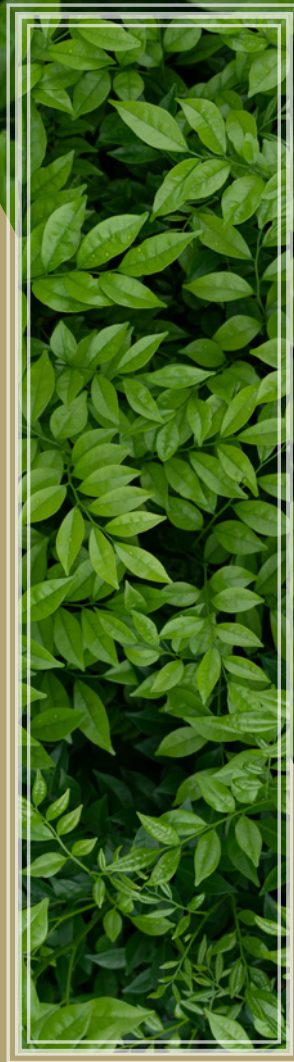




LAMPSA
HELLENIC HOTELS S.A.



2022
ESG Report

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ABOUT THIS REPORT

This year was a landmark for our sustainable development as we developed our Environmental, Social, and Governance (ESG) strategy and the first ESG report for LAMPSA HELLENIC HOTELS S.A.

We proudly present our ESG report highlighting our initiatives, actions, and performance on our sustainable growth. The report refers to the financial year from 1st January 2022 to 31st December 2022. The information presented concerns LAMPSA HELLENIC HOTELS S.A., while several data illustrate the performance, overall progression and trajectory of our two luxury hotels, Hotel Grande Bretagne and Hotel King George.

The content of this report was developed “with reference” to GRI standards, while key topics were linked with the Sustainable Development Goals (SDGs). To present our initiatives and performance, we identified key material topics through a stakeholder engagement with key internal and external stakeholders who provided valuable insights into our corporate performance on environmental, social and governance-related issues.

For inquires on the ESG report, please contact us through info@lampsag.gr.

MESSAGE FROM OUR PRESIDENT

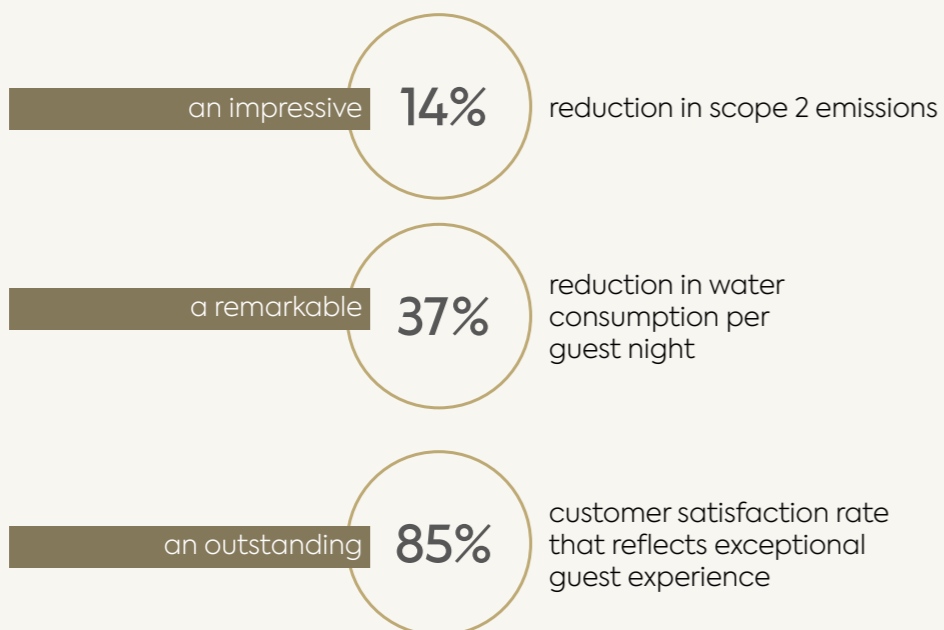


It is with immense pride and enthusiasm that I welcome you to the inaugural ESG Report of Lampsa Hellenic Hotels SA, a testament to our company's unwavering dedication to sustainable development. The year behind us has marked a period of transformative change within our time-honored company, as we journey towards shaping our future through responsible practices and ethical growth.

In 2022, amidst a rapidly evolving landscape of environmental and social challenges, we formulated our ESG Strategy. With a clear vision of fostering growth that is as sustainable as it is prosperous, we set forth on a path to drive sustainability measures forward upholding our pioneering role in the hospitality industry. This report encapsulates not only our aspirations but also the concrete steps we have taken to manifest this vision into reality.

Environmental Responsibility & Guest Satisfaction

One of the cornerstones of our commitment lies in our responsibility towards the environment while consistently delivering superior hospitality services and ensuring an exceptional experience for our guests. Throughout the year of 2022, we have initiated a series of comprehensive measures aimed at diminishing our carbon footprint, optimizing water consumption, and curbing waste generation. Despite the heightened operational demands stemming from the Covid-19 pandemic, our steadfast efforts yielded remarkable results compared to 2021. Balancing between our operations and the environment, we achieved:



Empowering Diversity, Unity, and Excellence

Inclusive growth lies at the heart of our endeavors, and this is mirrored in our commitment to fostering a diverse and equitable workplace. Upholding a culture that values individuals regardless of their gender, age, nationality, beliefs, or background is non-negotiable. In 2022, our workforce represented an almost equal distribution between genders, and our teams comprised talents from 28 different nationalities. We believe that a diverse work environment not only enriches our perspectives but also fuels innovation and progress.

Nurturing talent and promoting career development is paramount to us. Our investment in training programs for our associates of all tiers in 2022 included the launch of six new programs and saw a remarkable 74% increase in funding compared to the previous year. When it all comes down to it, a skilled and empowered workforce is the bedrock of sustainable success and supports a strong institution from every angle.

Connect & Support

As we expand and flourish, we remain deeply connected to the communities that embrace us. Our dedication to giving back is evident in our support for local Non-Governmental Organizations (NGOs) and community initiatives. In 2022 alone, we proudly channeled more than €15,000 into these noble causes, reaffirming our role as responsible corporate citizens. Finally, our promise to reinforce the local economy is embodied in our tireless efforts to increase our sourcing from local suppliers. In 2022, our commitment to local sourcing increased by 25% compared to the preceding year.

This ESG Report represents a milestone in our journey towards holistic growth and sustainability. As we reflect on our achievements, we are also mindful of the road ahead and we promise to continue these efforts with even greater dedication and ambition. I extend my heartfelt gratitude to all our valued associates and shareholders for their continuous support and dedication to our common vision.

Together, let us stride confidently into the future, where responsible practices, ethical growth, and sustainability will pave the way for a brighter tomorrow.

Sincerely,
Chloe Laskaridis
President Lampsa Hellenic Hotels SA

Company overview

LAMPSA AT A GLANCE

LAMPSA is a leading hospitality company focusing on developing, owning and managing five luxury hotels. With a deep appreciation for Greek culture and history, the company has expanded its presence through prestigious properties in Greece and Europe. The company's value chain extends from inbound logistics (i.e., raw materials), own operations and outbound logistics to marketing and sales. LAMPSA cooperates with recognized suppliers to source goods and raw materials. Our company's supply chain also incorporates storage, transportation and distribution. We highly value sustainable business relationships, following our corporate values and standards.

Our brand includes:



HOTEL
GRANDE BRETAGNE
ATHENS



ATHENS CAPITAL
HOTEL



KING GEORGE
HOTEL
ATHENS



HYATT
REGENCY™
BELGRADE



At **LAMPSA**, we are dedicated to providing an exceptional guest experience that goes beyond comfort and luxury.

Our hotels uphold the highest standards of integrity, professionalism, and excellence.

5 award-winning hotels

> 100 years of history

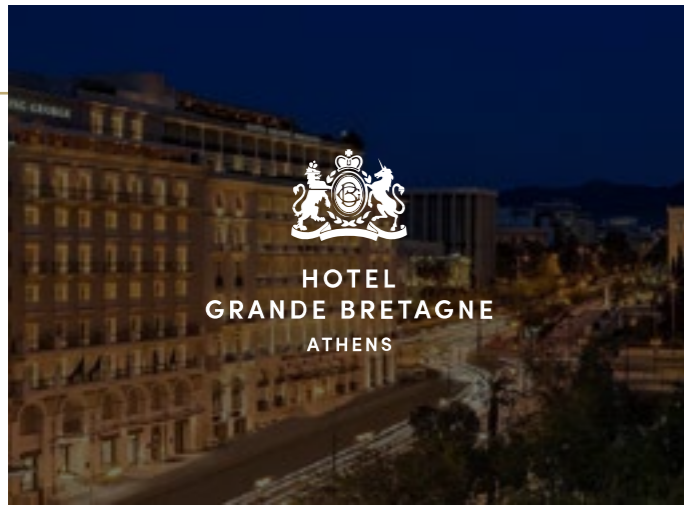
> 100 employees

Learn more about **LAMPSA** in our [website](#).



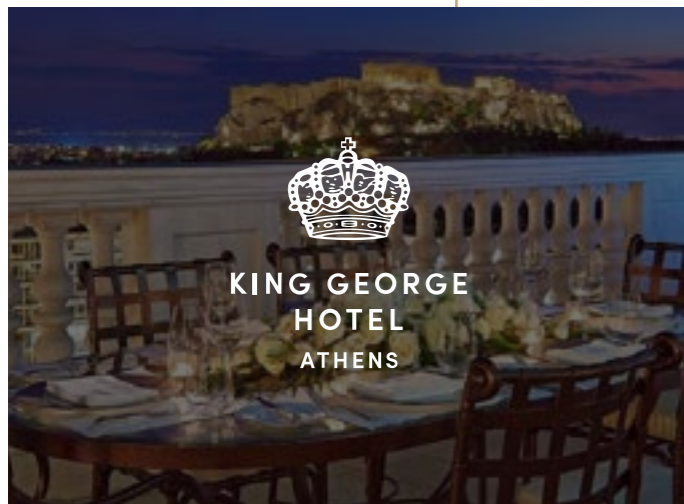
LAMPSA
HELLENIC HOTELS S.A.

OVERVIEW OF OUR HOTELS



Located in the heart of Athens, Greece, the Hotel Grande Bretagne is a historical landmark offering breathtaking views of the city's iconic monuments, such as the Acropolis and the Parliament Building. Renowned for its elegant accommodations, the hotel has become a premier choice for guests from around the globe. At Hotel Grande Bretagne, sustainability is integral to our commitment to excellence. We recognize the importance of environmental stewardship and implement numerous initiatives and measures to minimize our footprint.

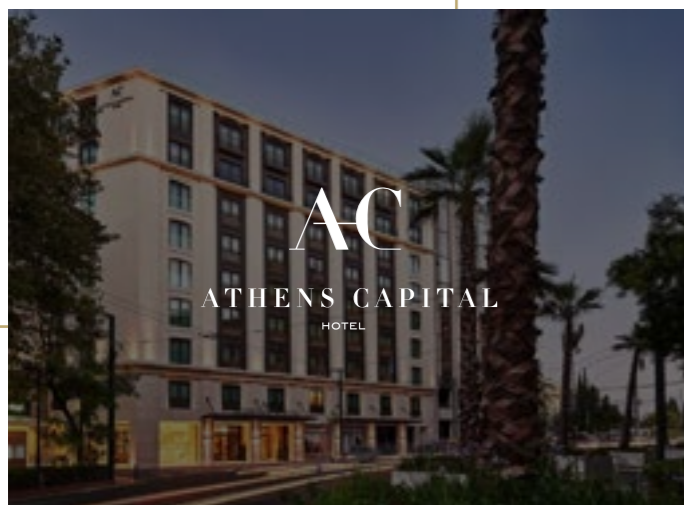
For more information on our hotel please visit our [website](#).



Hotel King George is a luxury hotel adjacent to Hotel Grande Bretagne, offering a sophisticated and stylish atmosphere and a range of amenities for guests.

At Hotel King George, we strive to provide a fair and inclusive working environment for all employees and implement a wide range of responsible practices to reduce our environmental impact.

For more information on our hotel please visit our [website](#).



Athens Capital Hotel - MGallery Collection is the first MGallery Collection Hotel in Greece, offering upscaled Greek hospitality. The hotel is located in the historical centre of Athens, offering easy access to historic sites, iconic landmarks and museums.

The hotel provides a luxurious and sophisticated experience, creating an unforgettable stay for guests and allowing them to immerse in the culture of Athens.

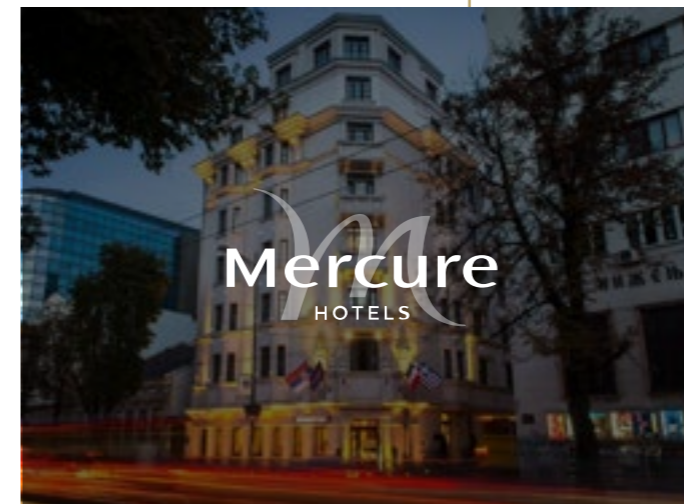
For more information on our hotel please visit our [website](#).



The Hyatt Regency Hotel provides a premium hospitality experience for guests seeking a refined stay in the heart of Belgrade, the capital city of Serbia. The hotel offers convenient access to the city's attractions, where guests can explore local landmarks.

The hotel features state-of-the-art accommodations for a memorable experience in the New City of Belgrade.

For more information on our hotel please visit our [website](#).



Hotel Excelsior Belgrade is characterized by a classic elegant architectural style, reflecting its history in the capital of Serbia. The hotel is advantageous for guests who strive to explore the lively atmosphere of the city centre and traditional culture.

The hotel currently has 90% of its shares owned by LAMPASA.

For more information on our hotel please visit our [website](#).

In this report, we present the sustainable practices of Hotel Grande Bretagne and Hotel King George.



2022 ESG HIGHLIGHTS

Our sustainable development is embedded in our corporate strategy, mission and values. We monitor our performance results annually, translating our initiatives into short, medium and long-term milestones to enable us to achieve our ESG strategic targets.

Green planet



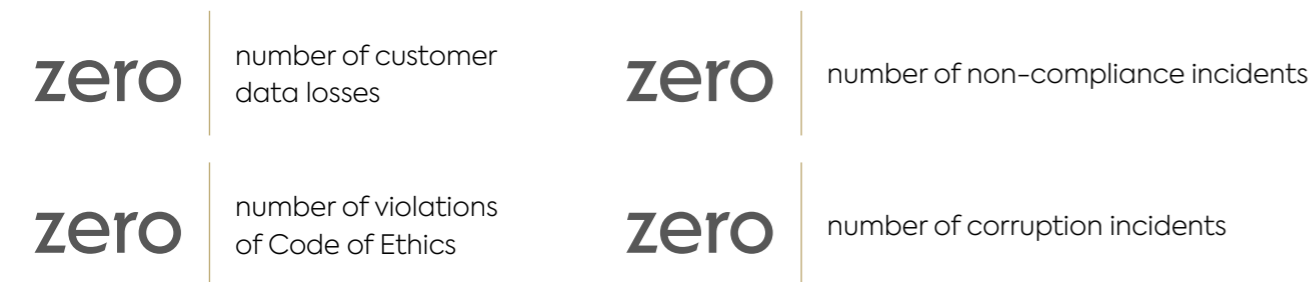
Thriving workplace



Social prosperity



Sustainable operations

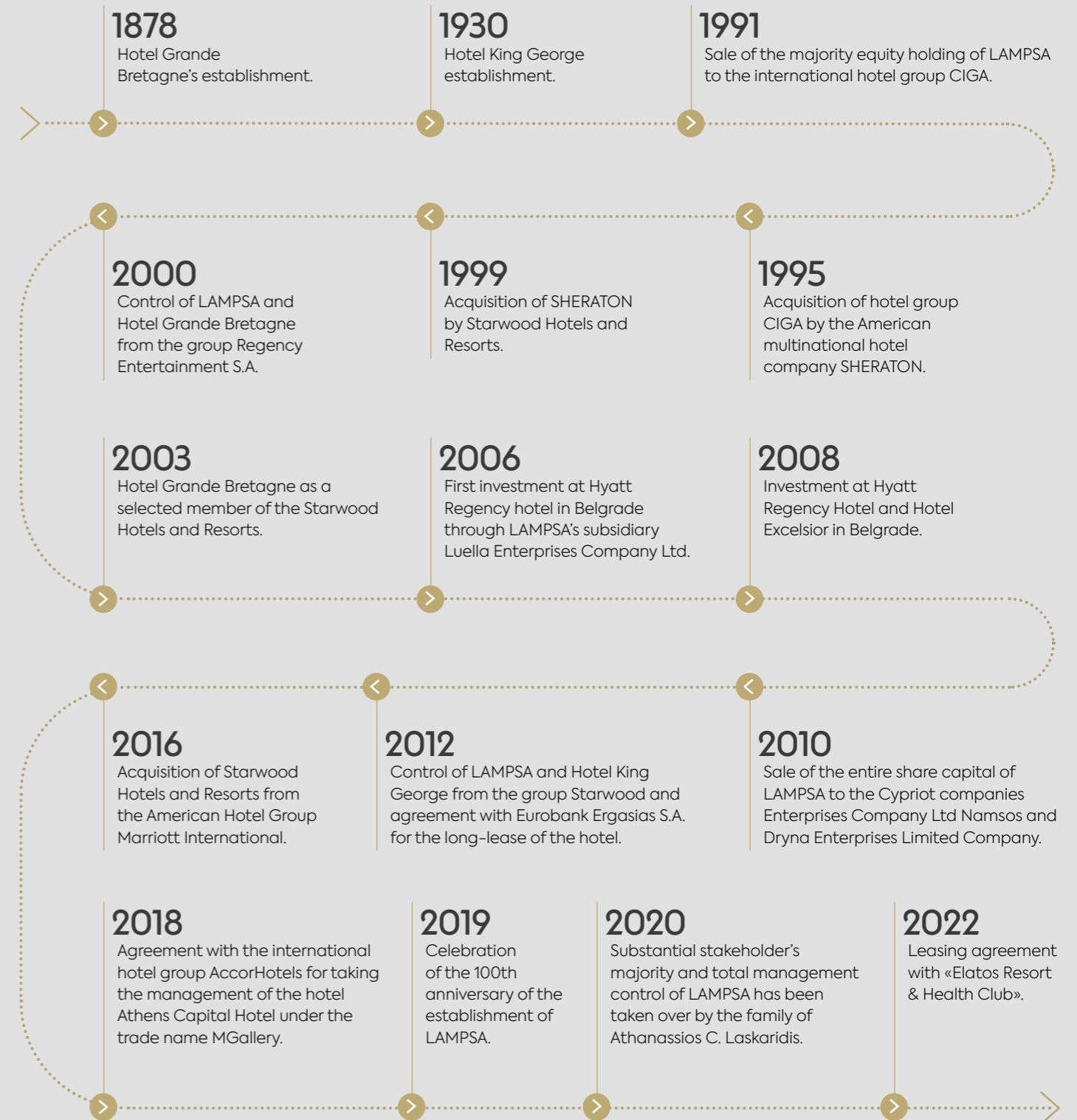


*Note: Comparisons concern the years 2022 and 2021

LAMPSA'S HISTORY IN A BRIEF TIMELINE

With more than ninety years of operations, it is evident that our presence and business activity are long-standing, commencing at the historical center of Athens. Our history began with the launch of the historic jewel Hotel Grande Bretagne, paving a path to the development of a company with a solid national and international presence.

The following timeline illustrates our critical highlights of our extended history.



For more information on our timeline please visit our [website](#).



OUR CORPORATE VALUES

At **LAMPSA**, we envision offering sustainable hospitality services while preserving the warm, traditional qualities ingrained in our long history. We respond proactively to the rapid changes of the industry, differentiating our brand as a company that creates exceptional original guest experiences while committing to ambitious ESG values and principles.

We focus on the following corporate principles:



Visitors' satisfaction



Communication policy



Buildings' improvement



Unsparing investments



Personnel training



Constant upgrade of our services

OUR STRATEGY AND LEADERSHIP EXCELLENCE

Our corporate strategy focuses on meeting the rising demands of the constantly evolving hospitality industry, **including the following main objectives:**

1

Strengthening our hotels' reputation and maintain hospitality accreditations.

2

Promoting our hotels as champions of new incentives in our industry.

3

Searching new investment opportunities.

4

Enhancing connections with a wide range of key partners.

5

Selecting, educating, and carefully evaluating our employees.



RECOGNITIONS AND AWARDS



**HOTEL
GRANDE BRETAGNE
ATHENS**



**KING GEORGE
HOTEL
ATHENS**



Wine Spectator | Best of Award of Excellence 2022 – GB Roof Garden Restaurant



Wine Spectator | Best of Award of Excellence 2022 – Tudor Hall Restaurant



Travel + Leisure Magazine | Travel + Leisure's World's Best 2022 list – #1 Top Hotel in Athens



Travel + Leisure Magazine | Travel + Leisure's World's Best 2022 list – #3 Top Hotel in Athens



Condé Nast Traveler | 2022 Readers' choice award



FNL | Best Restaurant Awards – Tudor Hall Restaurant

Marriott Bonvoy | International Loyalty Hotel Award

According to a recent survey by **Randstad Employer Brand**, **LAMP**SA was ranked third among the most attractive employers in Greece for 2022.

Randstad Employer Brand Awards
#3 Top 10 most attractive employers in Greece

Athanasios C. Laskaridis Charitable Foundation

Part of our culture is the protection of the environment and marine ecosystems while supporting employment and micro-entrepreneurship. The Foundation develops and implements programs in cooperation with non-profit organizations, experts and other funding organizations with the vision to positively impact local communities and societies.

Part of the Foundation is The People's Trust", a privately funded non-profit organization aiming to boost local entrepreneurship through micro-funding and free business development services to startups and small Greek businesses. The organization aspires to contribute to the development of new job positions and opportunities, thereby halting unemployment in the Greek market.

FINANCIAL PERFORMANCE

At **LAMP**SA, we strive to retain financial growth while achieving our sustainability objectives. We have formulated a sustainable business strategy to seize development opportunities, meeting our stakeholders' current and future needs. The financial data presented below for 2021 and 2022 illustrate our significant progression and growth.

THE TABLE BELOW ILLUSTRATES OUR 2022 FINANCIAL PERFORMANCE.

Economic value generated	
Revenues (€)	67,600,000
Economic value distributed	
Operating costs (€)	27,600,000
Employee wages and benefits (€)	17,900,000
Community investments (€)	60,000
Payments to providers of capital (€)	3,195,000
Payments to government (€)	8,240,000
Economic value retained	
Total (€)	10,605,000

Sustainability at LAMPSA

Our journey to sustainable growth commenced with a vision to eradicate societal and environmental challenges, paving a path for sustainable hospitality. In a rapidly evolving market, we have prioritized sustainability to foster innovation, attract conscious stakeholders and become pioneers in a national and international level.

We focus our sustainable development on the following aspects:



OUR ESG STRATEGY

In 2022, we commenced a transformative approach to sustainable development by integrating critical environmental, social and governance-related aspects in our corporate culture and mentality.














We aspire to protect and enhance the quality of our natural environment and at the same time contribute positively to communities where we live and work. At LAMPSA, we strive to incorporate best practices throughout our business and encourage our sector to operate similarly. To actively pursue our vision, we designed a robust ESG strategy covering four strategic pillars across the ESG spectrum.

OUR ESG STRATEGY IS BASED ON THE FOLLOWING PILLARS

OUR ESG TRANSFORMATION



OUR ESG STRATEGIC TARGETS

STRATEGIC PILAR	ALIGNMENT WITH SDGS	TARGETS
Green planet 	      	<ul style="list-style-type: none"> Build climate resilience and reduce Scope 1 & 2 emissions by 40% by 2035, (base year 2021). Procure 80% electricity from RES by 2026. Calculate and disclose scope 3 emissions by 2030. Ensure zero avoidable single use plastics by 2025. Eliminate avoidable food waste by 2030. Achieve 100% of recyclable products diverted from landfill by 2029. Reduce by 10% water consumption per guest night by 2030, compared to base year 2019.
Thriving workplace 	    	<ul style="list-style-type: none"> Maintain equal gender representation in leadership positions by 2028. Disclose performance on gender pay equity by 2027. Achieve and maintain an average 80% score on the annual employee satisfaction survey by 2027. Provide youth opportunities by achieving >25% "Generation Z" employees by 2027, compared to 2022. Maintain >140 average training hours per employee by 2026.
Sustainable operations 	   	<ul style="list-style-type: none"> Reinvest annually 1% of EBITDA back to society through CSR actions by 2030. Achieve >1,350 volunteer hours annually by 2028.
Social prosperity 	      	<ul style="list-style-type: none"> Evaluate suppliers using ESG criteria by 2028. Maintain 100% sourcing of cage-free eggs by 2030. Increase by 30% local sourcing of products by 2029. Maintain 100% of employees trained on business ethics by 2025. Achieve best in class customer engagement through a customer satisfaction score >90 by 2028.

MATERIALITY AND STAKEHOLDER ENGAGEMENT

At LAMPSA, we highly value the opinion of our stakeholders, and to this end, we have established mechanisms and tools to foster efficient communication. We have built relationships with external and internal stakeholders, whom we consult regularly to shape our business decisions on ESG topics. Our engagement enables us to respond proactively to their needs and expectations.

Our approach to stakeholder engagement and materiality assessment commenced with the identification of stakeholder groups.

 <p>Employees</p>	 <p>Board of Directors & Senior Management employees</p>	 <p>Representatives of services of public interest</p>
 <p>Corporate clients</p>	 <p>Members of industry association</p>	 <p>Insurance companies</p>
 <p>Community members</p>	 <p>Guests</p>	 <p>Suppliers</p>

MATERIALITY ANALYSIS

As our company integrates sustainability into our corporate strategy and operational procedures, we conducted a materiality analysis to determine the most important ESG topics that are significant to our stakeholders.

A three-step process was followed to develop the materiality matrix and shortlist the final list of material issues:

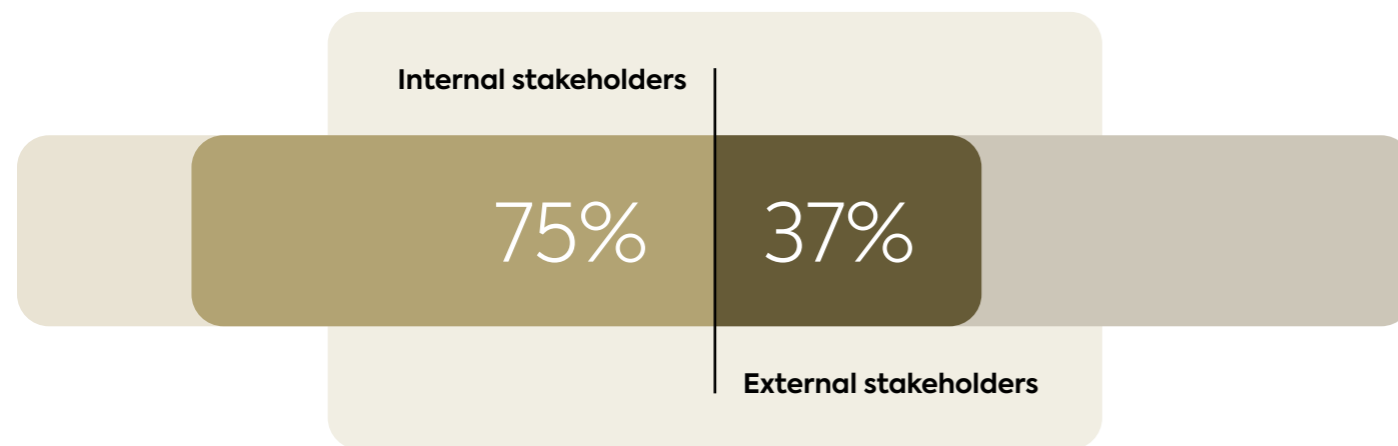
1. Identification of topics

We defined sustainability topics according to sustainability standards and frameworks (SDGs, GRI and SASB). Moreover, we reviewed business and industry company-specific initiatives to ensure the alignment of sustainability topics with current market trends.

2. Stakeholder survey

We distributed questionnaires to external and internal stakeholder groups and asked them to rank each sustainability topic on a scale from 1 to 5. For the completion of the survey, we provided a two-week response timeframe.

The response rate was:



3. Materiality analysis

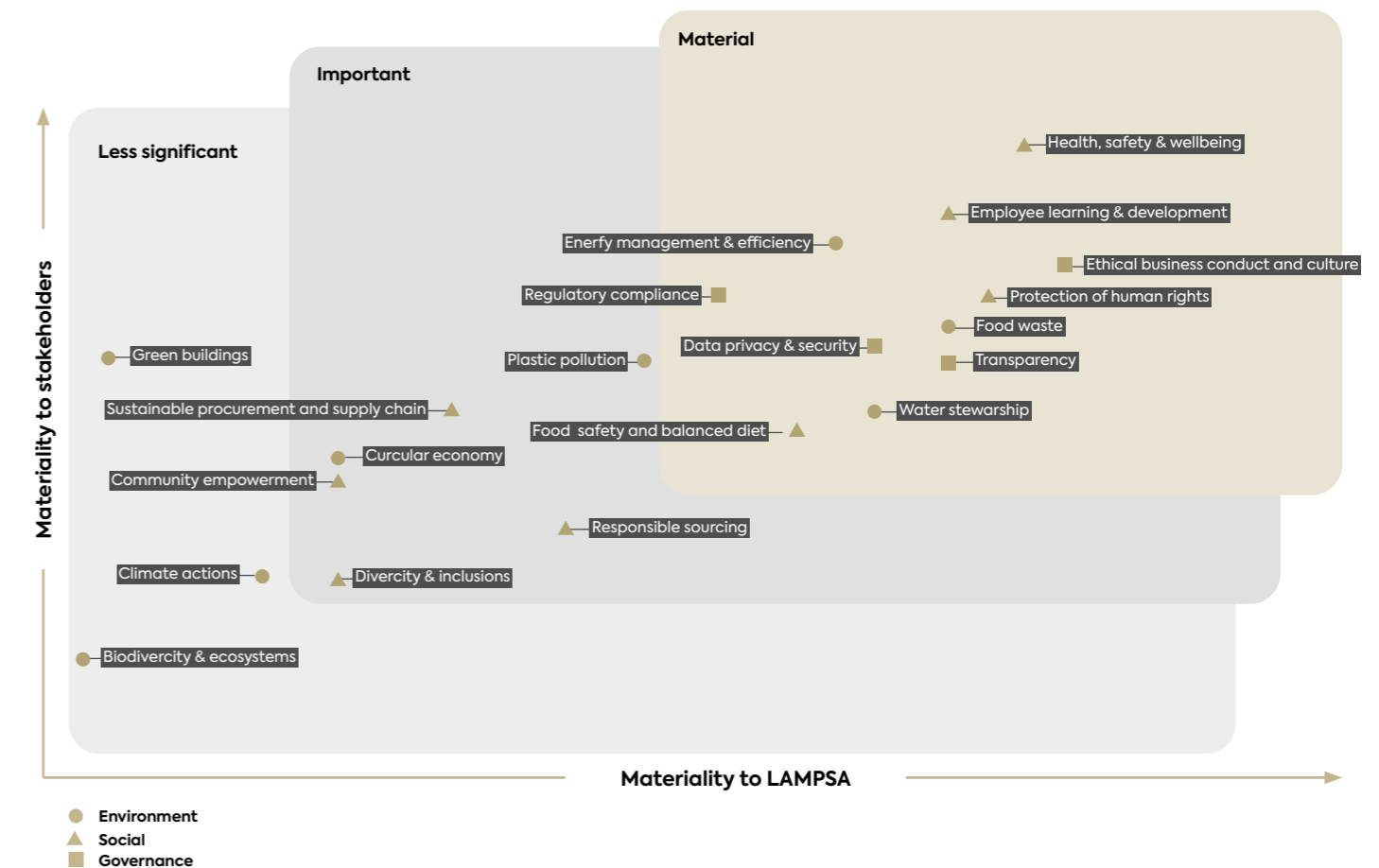
We analyzed stakeholder engagement results and developed the materiality matrix, integrating the feedback of both internal and external stakeholders. Following the analysis, we reviewed and validated the assessment results considering the company's corporate objectives.

MATERIALITY MATRIX

Through the materiality matrix we prioritized each issue based on internal and external stakeholders' feedback.

The importance of each ESG issue is highlighted in a three-tier classification:

Material issues:	Topics that are identified as crucial by both internal and external stakeholders and considered essential for our sustainable development.
Important issues:	Topics that are considered significant for our ESG performance.
Relevant issues:	Topics that are considered relevant to our business.



MATERIAL ISSUES

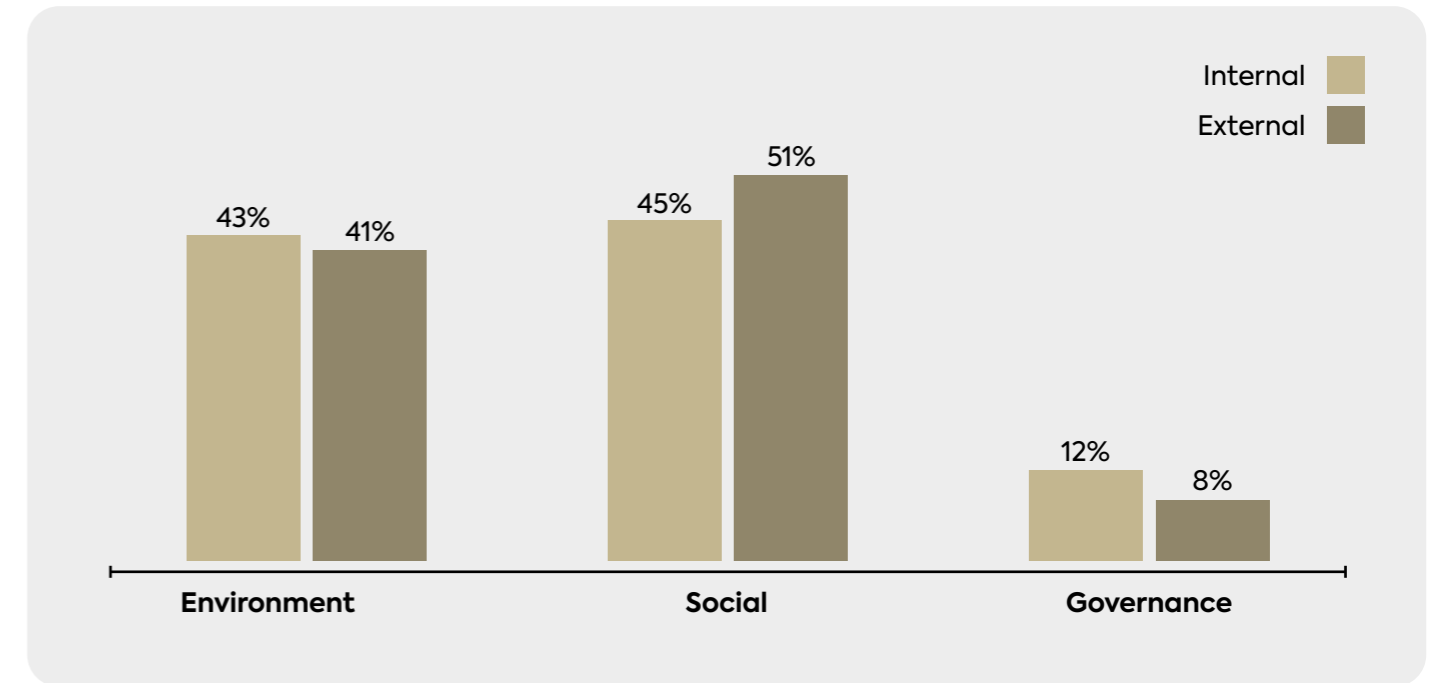
At **LAMPSA** we strive to accomplish our stakeholders' priorities and objectives.

The top 11 material issues that arose from the materiality analysis, cover the spectrum of ESG and are presented in the following table:

Material issues	Alignment with SDGs
Health, safety and wellbeing	1 NO POVERTY, 8 DECENT WORK AND ECONOMIC GROWTH
Employee learning and development	4 QUALITY EDUCATION, 5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH
Ethical business conduct and culture	16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
Protection of human rights	10 REDUCED INEQUALITIES, 8 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Energy management and efficiency	7 AFFORDABLE AND CLEAN ENERGY, 13 CLIMATE ACTION
Food waste	2 ZERO HUNGER, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION
Transparency	8 DECENT WORK AND ECONOMIC GROWTH
Data privacy and security	8 DECENT WORK AND ECONOMIC GROWTH
Regulatory compliance	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Water stewardship	6 CLEAN WATER AND SANITATION, 13 CLIMATE ACTION, 14 LIFE BELOW WATER
Food safety and balanced diet	3 GOOD HEALTH AND WELL-BEING, 11 SUSTAINABLE CITIES AND COMMUNITIES

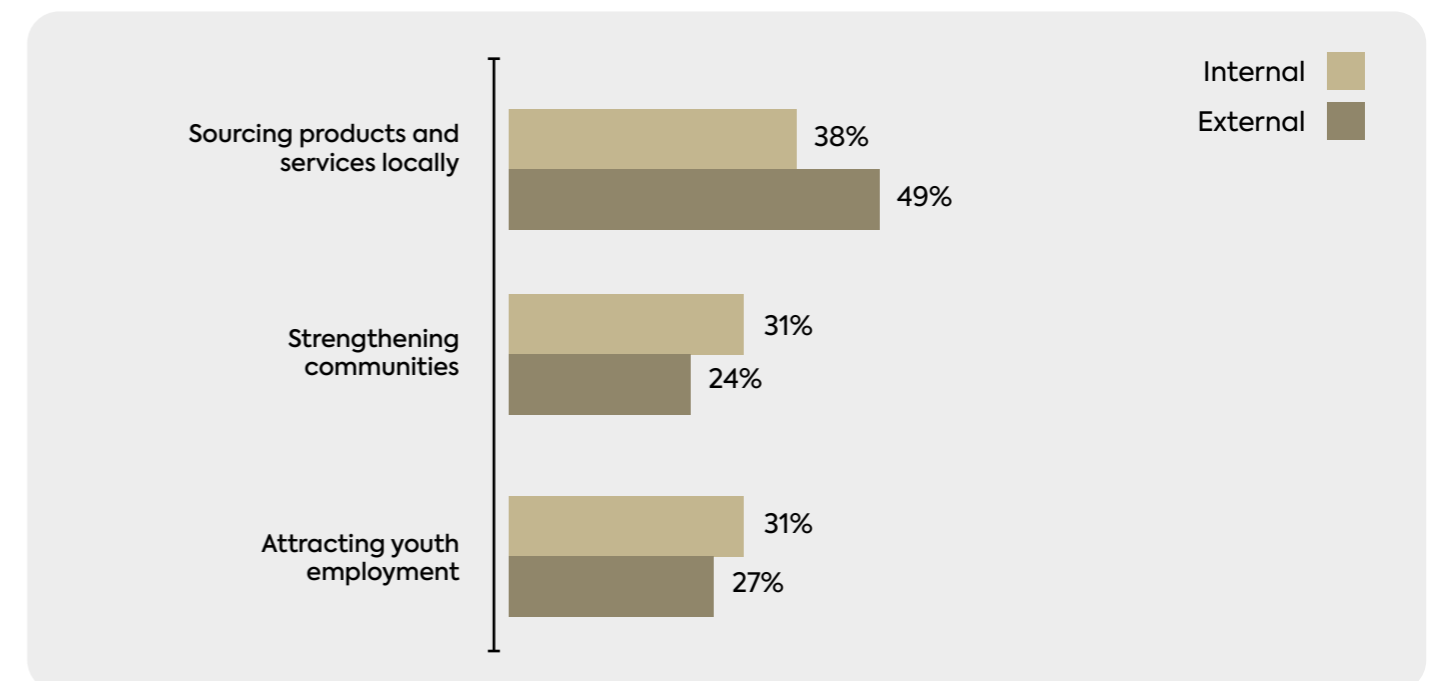
This analysis also aimed to initiate open communication with our stakeholders to express their perspectives on ESG issues. We asked our stakeholders to evaluate the importance of the three main ESG pillars, Environment, Social and Governance. As illustrated in the following graph, social topics were raised as more emerging from both internal and external stakeholders.

Importance of ESG categories according stakeholder's evaluation.



In addition, we invited our stakeholders to evaluate the social issues that we could prioritize in the future, aiming to create a meaningful and positive impact. The majority of stakeholders identified local sourcing as a prominent focus area for LAMPSA HELLENIC HOTELS S.A.

Social issues ranking considering our future positive impact.



Measuring our environmental footprint and impact



At **LAMPSA**, we embrace an environmentally sustainable approach to drive business excellence. With a deep sense of environmental stewardship, we engage all employees, visitors, suppliers and community members to co-shape our transitional process. We commit to preserving a healthy planet for future generations, making our hotels a blueprint for sustainable and responsible hospitality.

To set the basis for **LAMPSA's** focus areas on environmental protection, we have developed a dedicated environmental policy, including principles for circular economy and resource conservation, biodiversity and ecosystems, energy management and water usage. In addition, we have established a

dedicated committee for environmental health and safety in alignment with Greek law, EU regulations, and Marriott International policies to foster environmental efforts and safeguard compliance with ecological requirements.

In 2018, we took actionable steps towards a sustainable future and established a robust energy conservation program: "Responsible use of electricity and environmental efficiency". The program's objective is to ensure sensitivity in energy usage and reduce our waste products through composting. To engage our guests in our circular economy approach we established particular recycling bins in all guest rooms.

Reduction of organic waste from kitchens by installing a composting system to reduce their volume to 70%.

Cooperation with employees to achieve recycling targets and promote responsible energy usage.

Green key initiative



Celebration of earth hour initiative



"Clean the World" international program



Clean the World®

Hotel Grande Bretagne won in 2010 the "Green Key" award, an international ecological quality award for tourism that verifies environmental protection.



Since then, and for more than nine consecutive years, Hotel Grande Bretagne and Hotel King George hold the certification for their Green Rooms. The hotels' Green Rooms offer eco-friendly features and amenities, such as organic products and recycling options.

Through this certification, we strive to create an eco-culture and awareness of environmental protection and green development.

Our annual environment week takes place before the Annual 'Earth Hour' with the participation of the Worldwide Fund (WWF) Greece.

We celebrate yearly Earth Hour at our hotels. Our employees contribute to this initiative by writing their pledges, participating in the video posted on the hotels' social media, or entering the "Your Earth Hour" contest with individual photos.

At LAMPSA, we are actively engaged in the international hotel program "Clean the World", which focuses on recycling hygiene items such as soaps, shower gels and shampoos and partners with more than 8,100 hotels worldwide. Through this program, we recycle plastic containers of shower gels and shampoos.

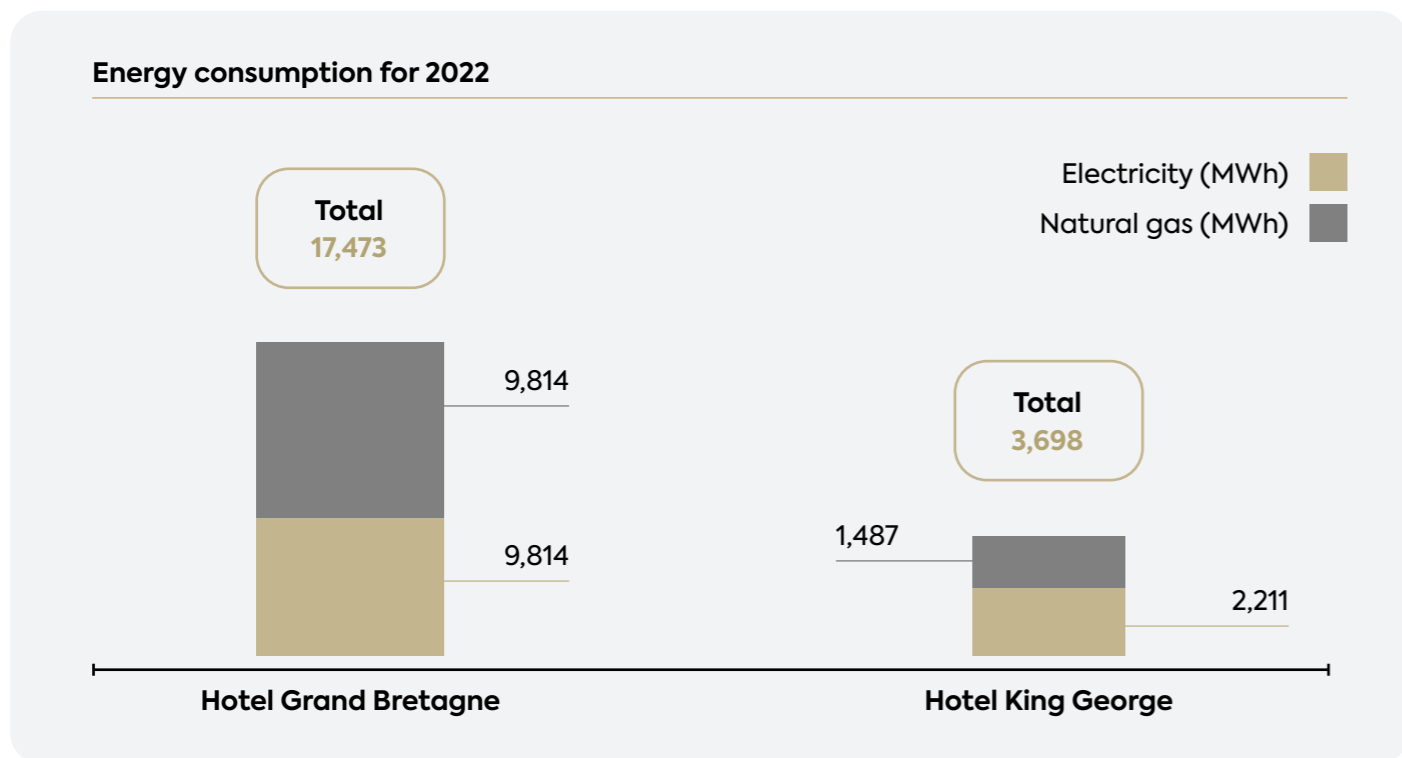
CLIMATE ACTION AND EMISSIONS

Part of our ongoing journey for continuous improvement relates to the integration of robust, sustainable practices to eradicate our carbon footprint. As our hotels highly depend on environmental resources, we know that climate change poses significant risks in our operation, especially during the peak tourism season. We integrate sturdy measures to respond to the climate crisis, ensuring long-term sustainability, resilience, and cost-effectiveness.

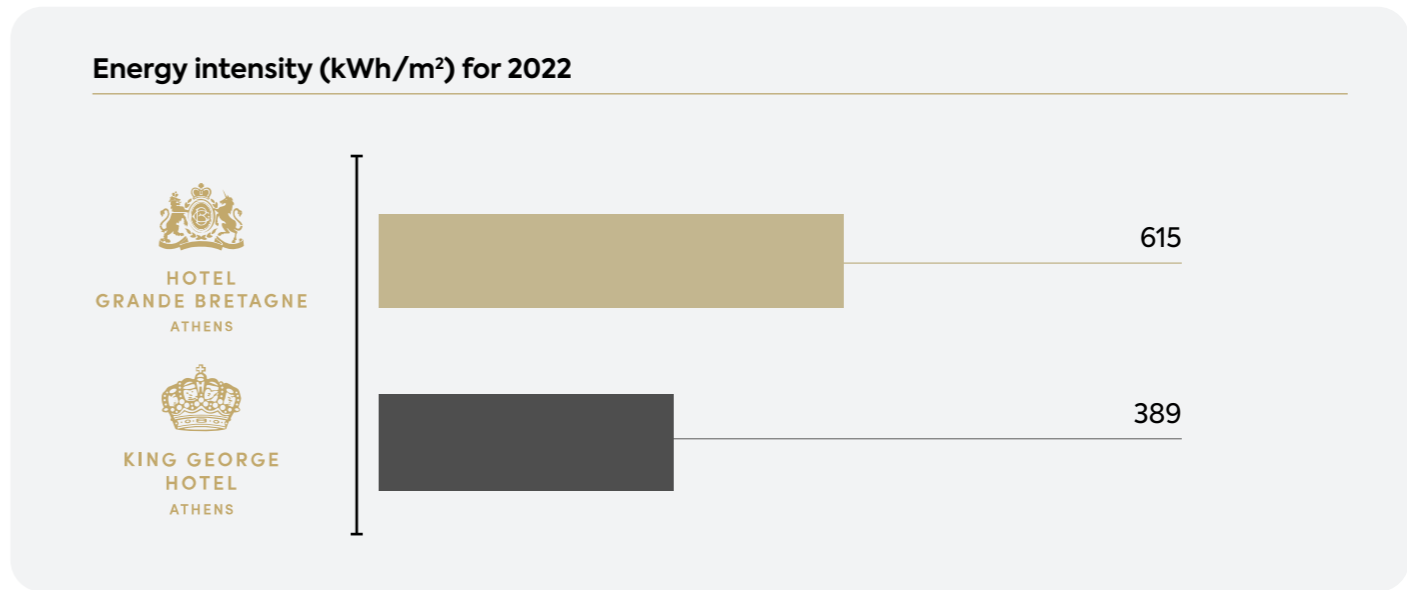
OUR MEASURES INCLUDE:

- Automation to efficiently manage the cooling and heating of buildings, avoiding unnecessary losses.
- Adjustment of power consumption directly through the establishment of "instabus" system in both Hotel Grande Bretagne and Hotel King George.
- Use of renewable energy with Certificates of Guarantee of Origin (Green Origins) wherever possible in our facilities¹.

Through our measures, we ensure that our hotels operate with high energy efficiency and minimal energy losses. In 2022, our total energy consumption for both hotels was 21,171 MWh, of which 47% corresponded to electricity consumption. The following graphs present our hotels' energy consumption data and energy intensity for 2022.

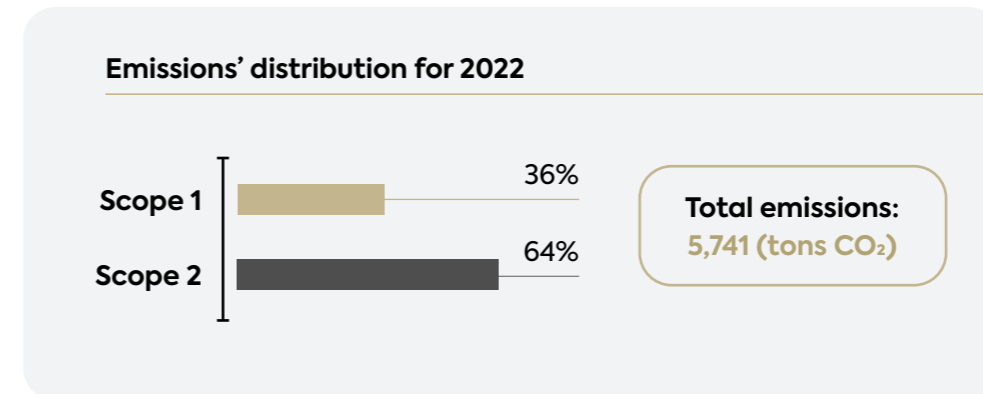
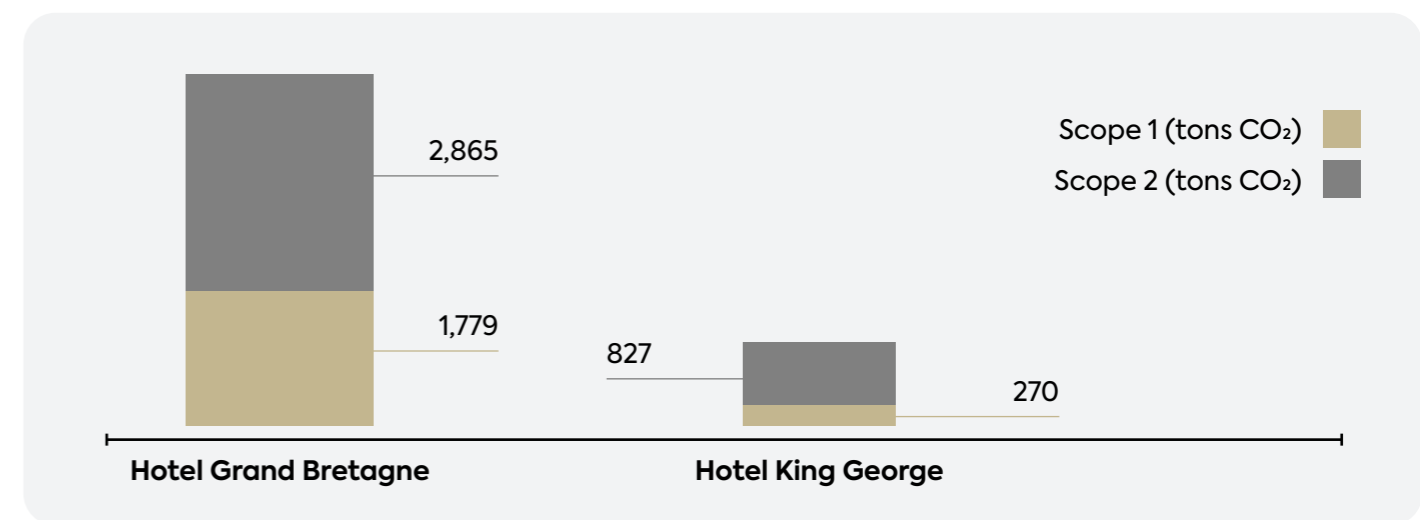


¹ The certificates cover the period between July 1st 2022 to December 31st 2022.



At LAMPSA, we have set a roadmap to halt scope 1 and 2 greenhouse gas (GHG) emissions, commencing with calculating and monitoring our total footprint. We consider as scope 1 emissions, the emissions arising from natural gas consumption and as scope 2, the emissions derived from our electricity consumption. In 2022, scope 1 and 2 emissions were 2,049 tons CO₂ and 3,692 tons CO₂ respectively; with scope 2 representing 64% of total emissions. We achieved a 14% reduction in scope 2 emissions compared to the previous year, despite having intensified our business activities following the Covid-19 pandemic.

The graph below summarizes the scope 1 and scope 2 emissions for Hotel Grande Bretagne and Hotel King George in 2022.



14% reduction in scope 2 emissions from 2021 to 2022.

CIRCULAR ECONOMY AND FOOD WASTE REDUCTION

At **LAMPSA**, we have embraced an alternative approach to traditional linear waste management, aiming to maximize resource efficiency and promote sustainable consumption and production. Our model is founded on the three Rs principle (Reduce, Reuse, Recycle) and we envision minimizing waste generation across all our hotels. We strive to reuse products and implement efficient recycling systems to extract value from disposed materials.

We have developed long-lasting cooperations with licensed waste collection companies to manage most of our waste.

As part of our robust recycling of organic-inorganic materials program, we aspire to limit organic kitchen waste and reduce overall waste volume.



Our waste streams include:

Glass

Paper

Plastic

Lamps

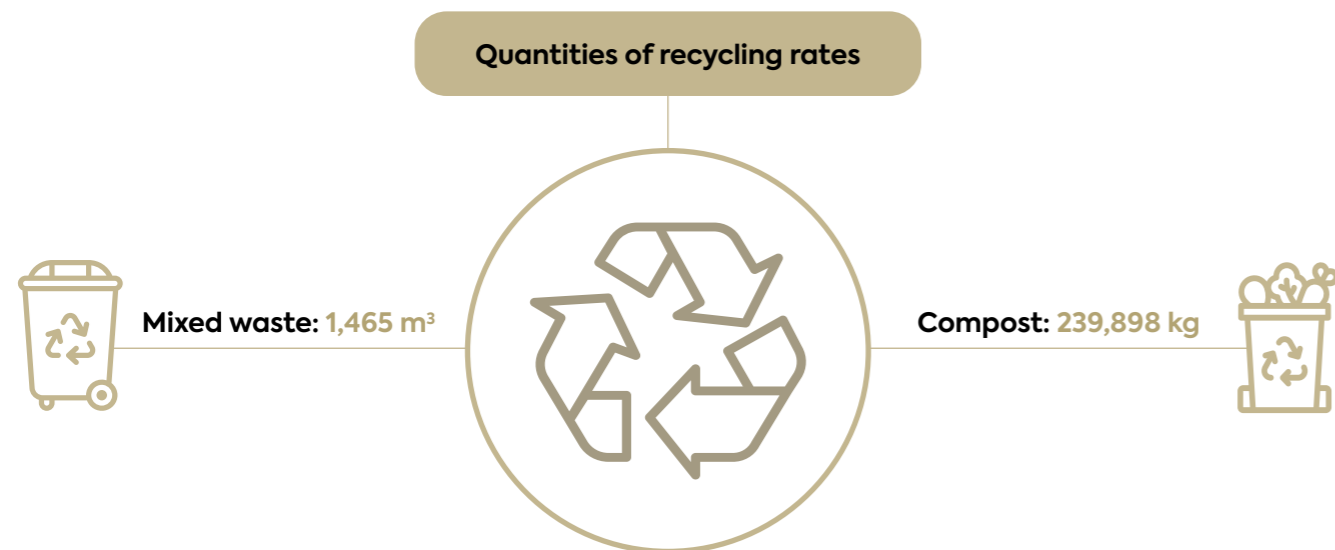
Used kitchen oils

Inks

Batteries

Electrical appliances

The following graph illustrates Hotel Grande Bretagne's recycling rates for 2022



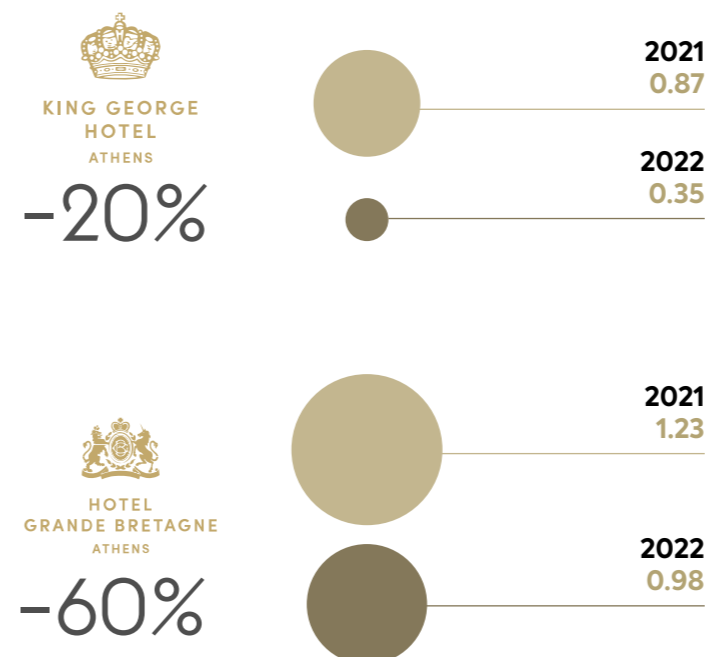
WATER STEWARDSHIP

We are determined to foster responsible water usage and reduce the dependency on natural resources. We have embraced water optimization processes and set annual water conservation goals at all hotels. We implement innovative technologies and practices to monitor and measure water usage and explore further opportunities for water-efficient alternatives. To support our efforts, we engage all employees and guests to raise awareness on the importance of water conservation and the implementation of best practices.

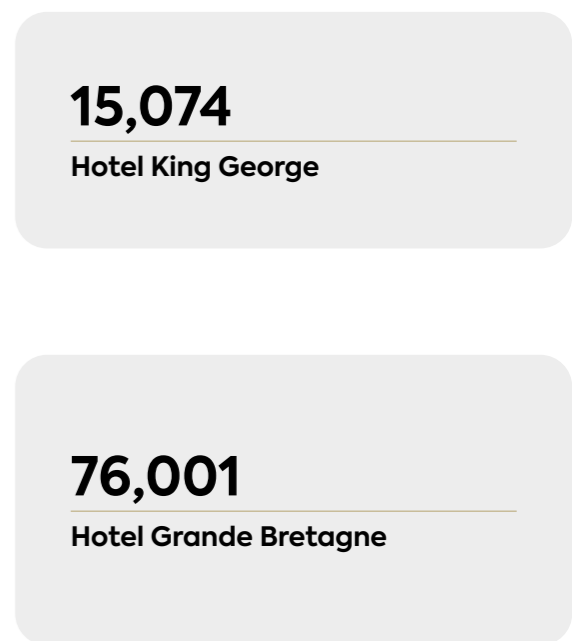
In addition, we calculate and monitor monthly water consumption to measure and benchmark our water usage. In 2022, we significantly reduced water consumption per guest night collectively at Grande Bretagne and Hotel King George by 37% compared to the previous year.

The following graphs present the total water consumption (m³) and water consumption per guest night (m³/guest nights) for our hotels for 2022 and 2021. We are proud to have reduced water consumption per guest night, despite the intensification of our post-Covid-19 activities.

Water consumption per guest night (m³/guest nights)



Total water consumption (m³) for 2022



Nurturing a safe, inclusive, and productive workforce



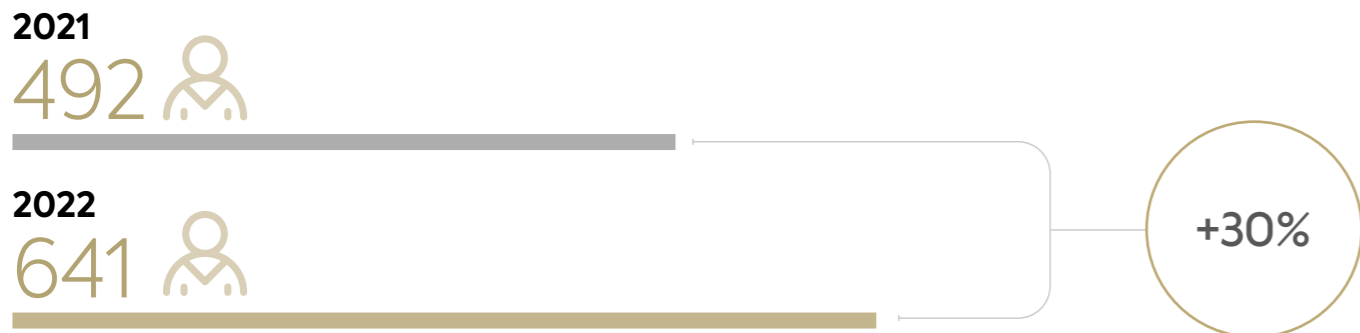
Our workforce is our most valuable asset, and we strive to ensure fair treatment and equal opportunities for growth and development. We focus on attracting, developing, and maintaining an engaged workforce.

OUR WORKFORCE

At **LAMSPA**, we are committed to prioritizing the needs of our employees, placing them at the core of our sustainable strategy. We aspire to foster a positive company culture that highly values open communication, collaboration and teamwork. We celebrate a working environment where our employees are involved in decision-making, take ownership of their work and offer meaningful contributions. In 2022, the total number of employees was 641, 30% more than in 2021.

100%
of total employees were covered by collective bargaining agreements in 2022.

Our total workforce in 2021 and 2022.



We have built a diverse workforce, and we continuously aim to create opportunities for all individuals regardless of gender, age, nationality, individual characteristics, values, beliefs, experiences and backgrounds. We strive to provide a non-discriminative working environment, fair compensation to all employees, and talent diversity while supporting individuals' unique qualities, differences, and similarities.

We are proud to report **zero** discrimination incidents in 2022.



In addition, at **LAMPSA**, we have established robust policies to ensure an inclusive working environment for our employees including:

Non-discrimination policy to provide equal opportunity in all aspects of employment regardless of race, color, religion, sex, sexual orientation, gender identity or expression, age, or other legally protected characteristic.

Affirmative action policy to foster the employment of minorities.

Equal employment opportunity policy to engage individuals with disabilities.

GENDER DIVERSITY

We implement concrete measures to increase female hiring and retention rates and accelerate women's advancement and career growth. We have strengthened women's representation through the years, focusing on well-being, motivation and active participation. These dimensions are closely interrelated with our corporate vision to enable the full expression of an individual's potential, fostering women's sense of belonging in our workplace. In 2022, 47% of our workforce comprised female employees, actively fostering their professional development and advancement.

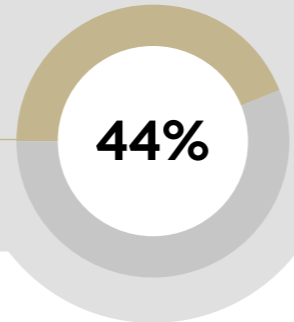


47% women representation in total workforce in 2021 and 2022

We embrace gender diversity in leadership positions, and we encourage women representation in core positions of decision making. In 2022, females at the Board of Directors (BoD) were four, 44% of total members.



Women representation in BoD



International Women's Day 2022



At **LAMPSA**, we celebrate International Women's Day yearly to recognize women's achievements regardless of national, ethnic, cultural, economic, or political differences.

In 2022, we prepared a special day for our female employees, including special bonding activities and initiatives.

In addition, we offer several options for employment to our personnel regardless of gender. We engage employees in full-time and part-time positions while we provide permanent and temporary employment options. In 2022, 56% of the workforce was in full-time employment, while 71% was employed in permanent positions.

Workforce 2022 figures compared to the previous year

90%

increase in part-time employees

4%

increase in full-time employees

2%

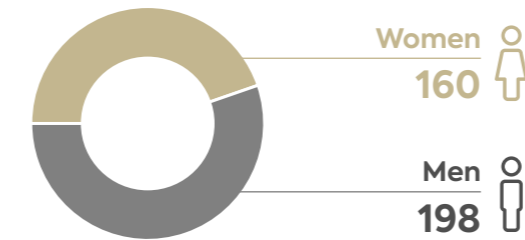
increase in permanent employees

4.3 times

increase in temporary employees

GENDER DISTRIBUTION PER EMPLOYMENT STATUS FOR 2022

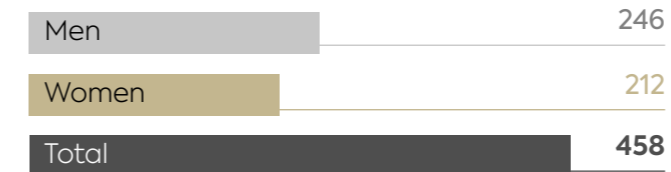
Full-time employees



Part-time employees



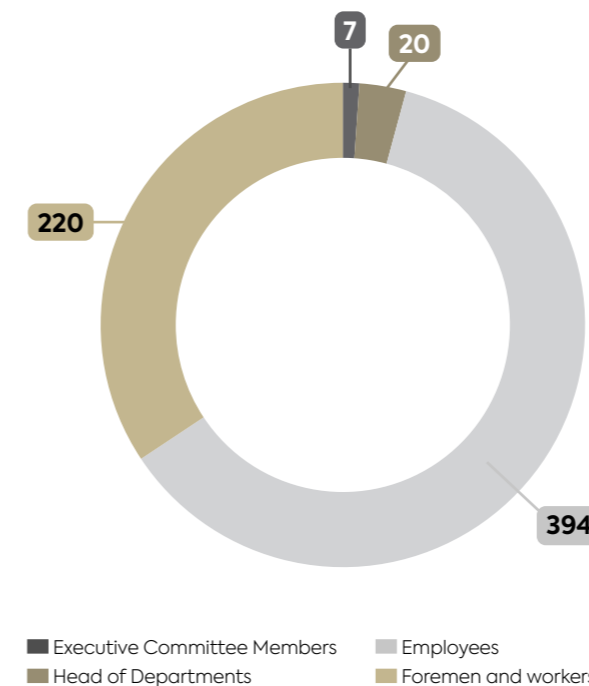
Permanent employees



Temporary employees

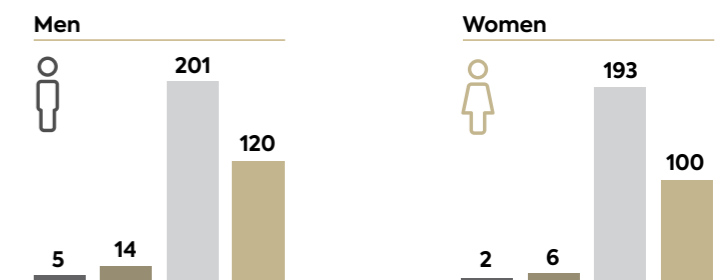


Our workforce is distributed per hierarchical level to Executive Committee members, head of departments, employees and foremen/workers. In 2022, 34% of total employees were foremen/workers.

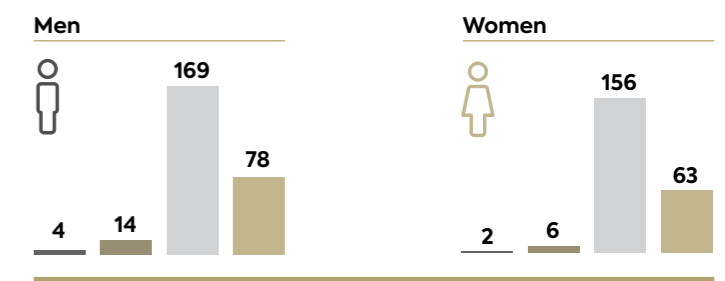


The following graph summarizes the distribution of employees per level and gender for the two-year trajectory.

2022



2021

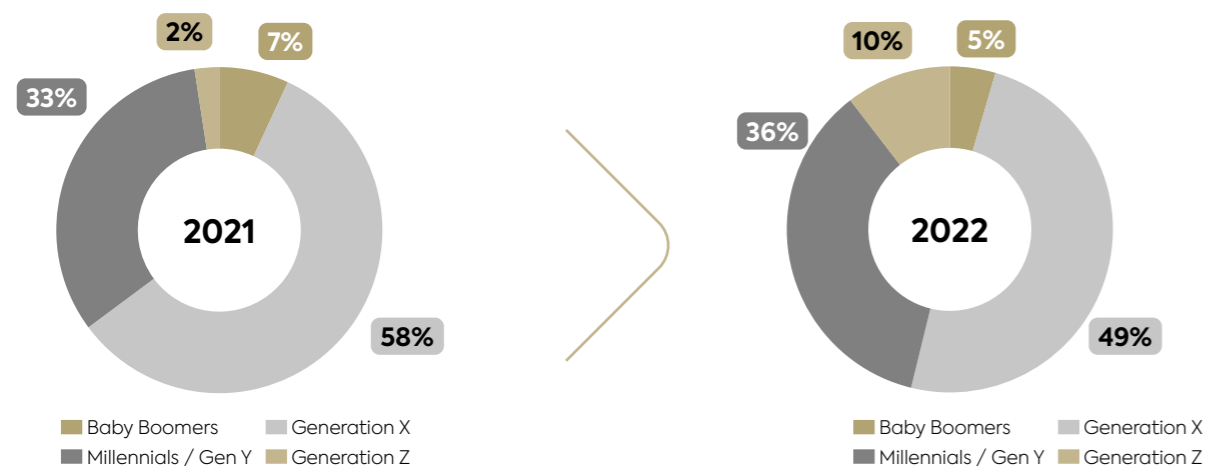


AGE INCLUSIVENESS IN OUR WORKFORCE

At **LAMPSA**, we envision building a workforce for the future, attracting and retaining young talents with enthusiasm and fresh ideas, enabling our organization to flourish and shape a different way of thinking. We provide career prospects for the younger generation to develop appropriate skills and competencies for career advancement and growth in our company.

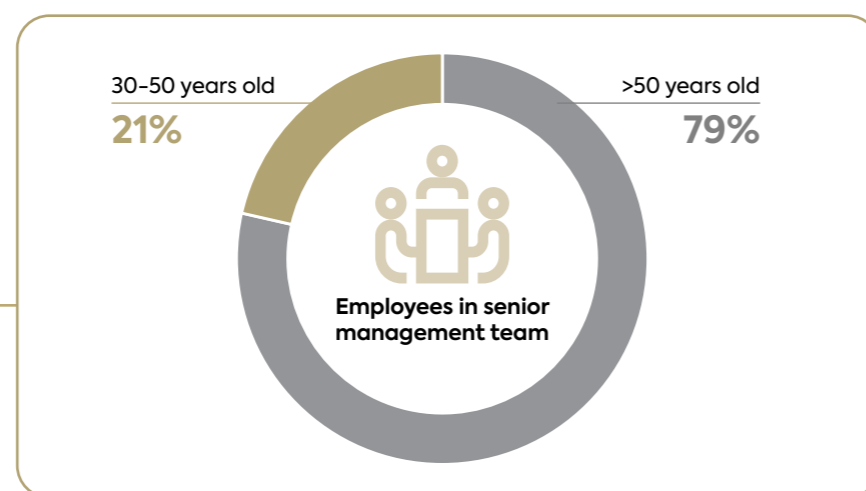
We empower our experienced employees, providing a competitive working environment to enhance personal and professional competencies. In 2022, 62% of the total workforce was between 30 and 50 years old, while 20% was under 30.

The following graph illustrates the age distribution of our employees in 2022 compared to the previous year².



In addition, considering our senior management team, 21% of total employees were 30 to 50 years old, while 79% were more than 50 years old.

Age distribution of our senior management team in 2022.



² Baby boomers are individuals born from 1946 to 1964. Generation X are individuals born from 1965 to 1980. Millennials/ Generation Y are individuals born from 1981 to 1996. Generation Z are individuals born from 1997 to 2012.

DIFFERENT NATIONALITIES IN OUR WORKFORCE

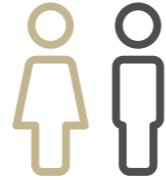
We employ people from different nationalities to bring unique perspectives, experiences and cultural backgrounds to our company. In 2022, our workforce included individuals from twenty-eight different nationalities. Developing diverse teams allows us to provide our guests with valuable insights from different cultures, traditions, consumer preferences and market dynamics.

We connect better with our guests around the world by having 28 different nationalities in our workforce.

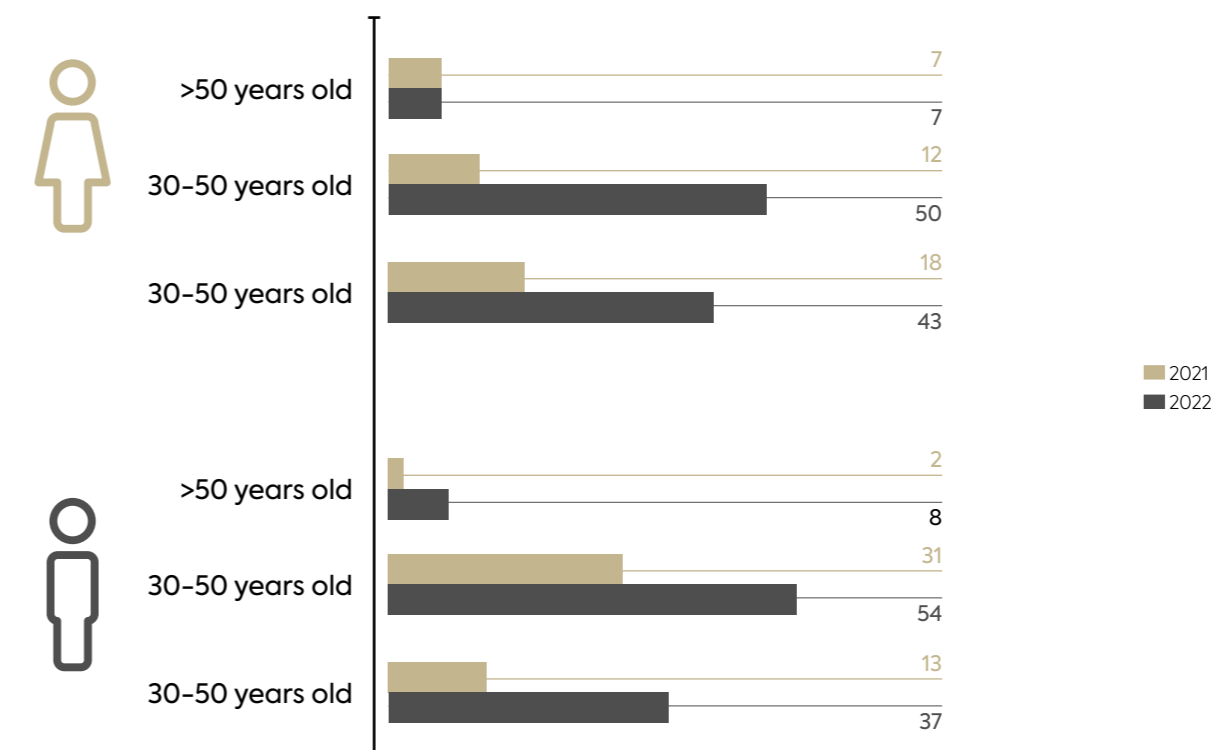
OUR NEW HIRES AND TURNOVER

At **LAMPSA**, we strive to provide opportunities for new talents to grow personally and professionally in our organization. We offer a competitive working environment based on strong corporate values, focusing on fostering our people's attractiveness, involvement, and loyalty.

We increased our new hires 2.4 times compared to 2021.

 In 2022, we had **199 new hires** equally distributed between the two genders.

Age distribution of our new hires in 2021 and 2022 by gender

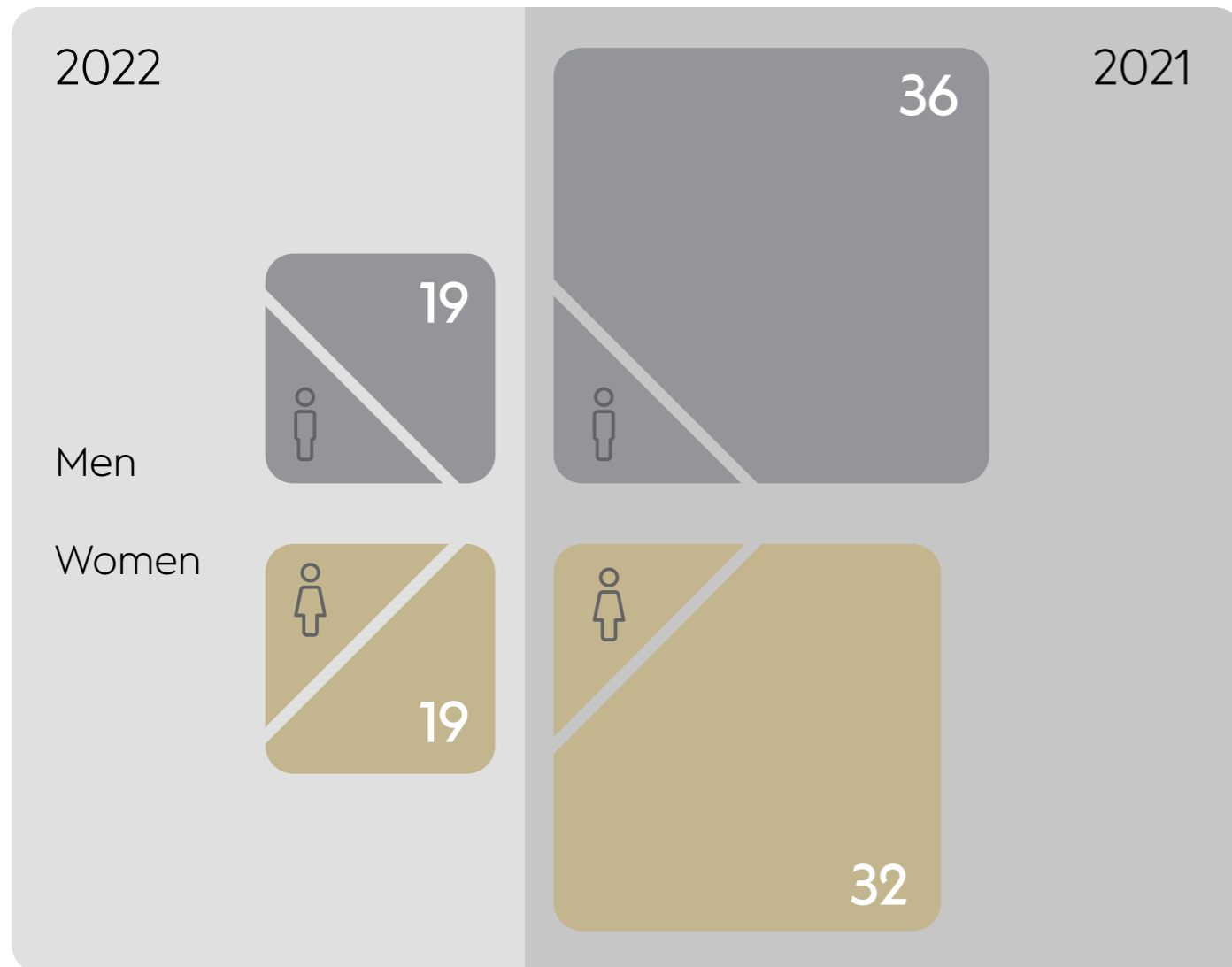


In addition, we monitor employee turnover annually, recognizing areas of improvement in employee retention and assessing our approach towards engagement and satisfaction. We are proud that in 2022, we reduced voluntary and involuntary departures by 54% compared to the previous year (38 departures in 2022).

1.2%
of full-time employee
involuntary turnover in 2022

4.7%
of full-time employee
voluntary turnover in 2022

The following graph illustrates the total turnover of per gender for 2021 and 2022.



POSITIVE WORKING ENVIRONMENT

An essential component of our strategy for sustainable operation is the empowerment of the health, safety, and well-being of our employees.

To contribute to the prosperity of our employees, we provide a safe and healthy working environment. We apply policies, technical measures, and risk assessments at our premises to keep workplace accidents at zero levels. Embracing Marriott International’s “Healthy Hotel Certification” program and “TakeCare Certification”, in 2022, we celebrated the annual health and safety week, organizing nine events of health & wellbeing for all our partners.

LAMPSA has established a health and safety committee that meets monthly, consisting of the health and safety person in charge, the external security technician, the occupational physician and seven employees. The fundamental objective of the committee is to minimize accidents and eliminate the factors that may lead to an event or the occurrence of an occupational injury. In this context, the committee focuses in the carefully planning actions for prevention measures. All incidents that may arise are recorded and monitored by the security technician.

Our hotel management and the health and safety committee are responsible for the following actions:



In addition, at **LAMPSA** we have established a health and safety policy, requiring all employees and partners to comply with the following principles:

- Apply health and safety regulations.
- Work with due care.
- Use the protective equipment provided.
- Follow the procedures as defined for every type of work.
- Help in investigating the accidents.
- Suggest ways to improve working conditions for greater security.
- Report directly to the supervisor about any equipment that is not working properly and can cause an accident.



We thoroughly monitor health and safety indicators annually to foster a safe working environment, understand the potential risks and implement mitigation measures. More specifically, in 2022, lost and absenteeism due to sickness days were 344, while our absenteeism rate was 2.8.

10 work-related accidents
344 lost days & absenteeism due to sickness days

Focusing on improving employee wellbeing and productivity we provide benefits and incentives³. All employees receive an annual bonus irrespective of their position, recognizing their efforts and professional advancement in our organization.

Free meals and ticket restaurant coupons	Health insurance	Blood donations	Transportation	Wedding and baptism gift
Employee mutual aid fund	Awards to employees with high athletic performance	Explore & Explore Friends residence program	Retirement gift	Quarter Century Club (QCC)

³ For the benefit related to transportation, the company covers an amount for employee transportation on evening shifts or due to the absence of public transport. Explore & Explore Friends residence program allows each of our partners and first-degree relatives (Explore) and their friends (Explore Friends) to stay at Marriott International Hotels worldwide at highly discounted rates, creating unique experiences. Quarter Century Club (QCC) is a recognition program for employees who have completed over 25 years of continuous cooperation with our hotels, offering significant benefits such as free nights at Marriott International hotels worldwide.

International Mental Health Day

In 2022, at Hotel King George we completed an interactive learning event for International Mental Health Day. **Through this event:**

- We were reminded of the power of our emotions.
- We drew positive thinking and optimism.



To monitor the effectiveness of our measures aimed at promoting employee engagement, we implement annually an employee satisfaction survey.

We are proud to achieve 78% average score on the annual employee satisfaction survey in 2022.

The engagement survey results for the six assessed categories are presented in the following graph.



Employee Appreciation Day is an annual event, held on the 1st Friday of March and devoted to employer's acknowledgement and reward of employees for their contributions. The appreciation of our employees can increase employees' productivity and efficiency and build a stronger corporate culture.

Associate Appreciation Week 2022

LAMPSA participated in Associate Appreciation Week for 2022. This year we supported this week by:

Decorating our Heart of House & enjoying our Special Menus

Celebrating Diversity Day – Day 1

- Seminar on Self-Confidence & Self-Defense
- Zoom talk

Celebrating Diversity Day – Day 2

- Wellness Walk

Celebrating Serve 360 Day

- Audio Book "Reading for Others"
- Zoom calls

Celebrating our Teams

Celebrating History & Culture Days

- Relaunching of our GB-KG Heritage Academy & Culture Club

Organizing brand activation Talk – Brand Basics Review Celebrating Guest Loyalty Marriott

EMPLOYEE CAREER PROGRESSION AND DEVELOPMENT

To ensure our people's agility and resilience to market changes, we have developed a continuous learning and development scheme that accompanies our employees throughout their careers in our organization. At LAMPSA, we have established an education policy that focuses on creating training programs for employees' professional growth and enhancing their personal development.

In addition, we have launched several programs including transition assistance programs to empower our employees.



- E-Learnings on a variety of issues (e.g., compliance)
- Emotional safety and wellbeing
- Leadership
- Food safety / allergens
- Branding

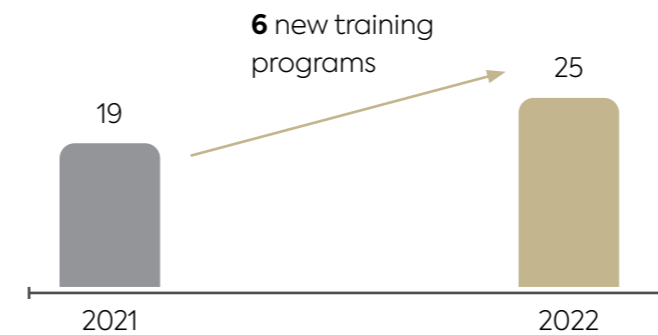
Our **brand training program** was developed to raise employees' awareness on positive guest experience and is aligned with Marriott International's specific brand service expectations and values. More specifically, our employees are trained on:

- **Mission, values, spirit, and style.**
- **Expectations and their role on delivering extraordinary customer service.**

In 2022, we launched six new training programs, significantly increasing our training investments by 74% compared to the previous year.



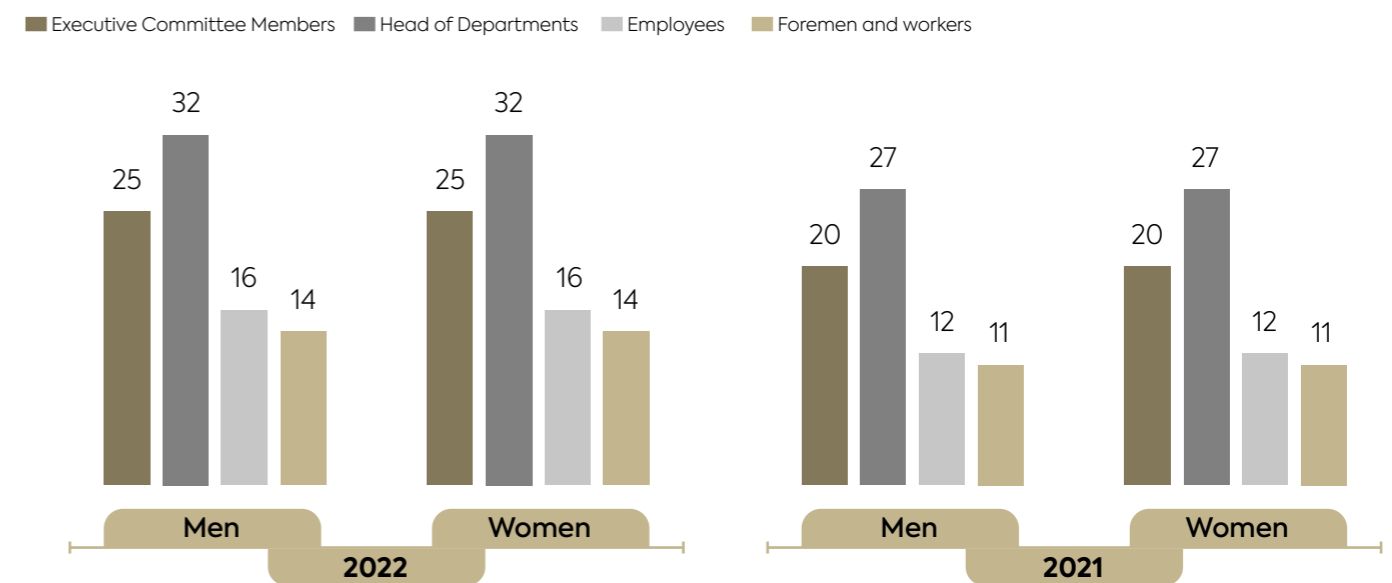
Number of training programs in 2021 and 2022



In 2022, €42,710 were invested in trainings.

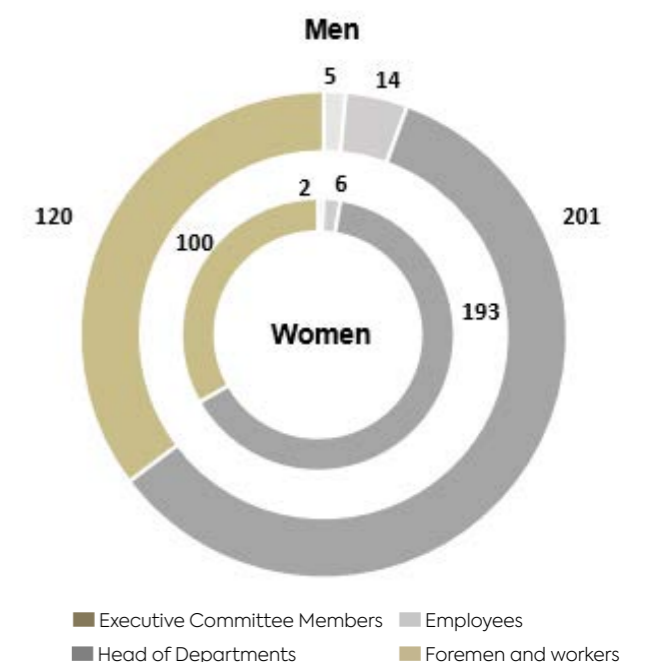
To record employee participation in training programs we have set a mechanism for measuring the number of training hours per gender and employment levels. For 2022, the average training hours per employee were 174, 24% more than the previous year.

Average training hours per level and gender in 2021 and 2022



Employee evaluation procedure

The performance evaluation of LAMPSA's employees is the primary tool to determine corporate and individual objectives. Through this process, employees receive guidance from their supervisors or managers to continuously improve and integrate our culture into their daily activities. The procedure is different depending on the type of employee contract. We evaluate our employees on an annual basis and in 2022, we evaluated 100% of total employees to foster their personal development and provide career opportunities through our company initiatives.



PROTECTION OF HUMAN RIGHTS

At **LAMPSA**, we respect and take robust actions to protect human rights based on the **Universal Declaration of Human Rights (UDHR)** principles. Our company has adopted **Marriott's human rights** policy, which was developed considering the UDHR principles and refers to both direct employees and employees in the company's supply chain, franchise partners, local communities and strategic partners.



In addition, all our employees implement the Human Trafficking training program launched by Marriott, focusing on the fundamental pillars of anti-trafficking efforts to prevent and protect victims.

Human Trafficking training program: Marriott's training program is mandatory and is conducted by all employees.

Making positive change for our community, guests and suppliers

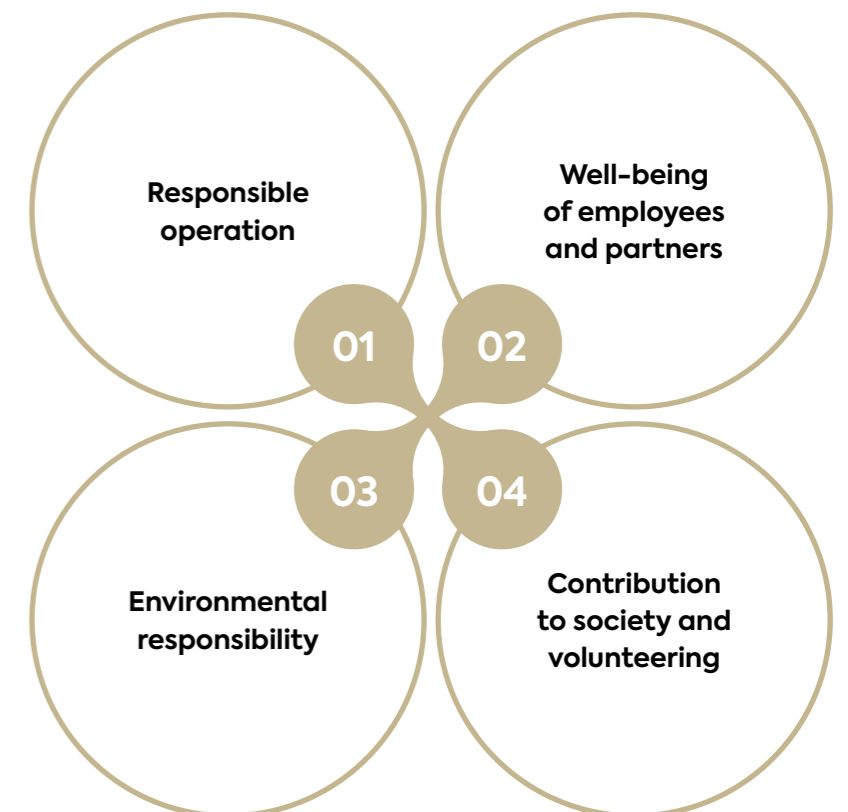


Building strong and sustainable relationships with the communities, guests, and suppliers is the cornerstone of our sustainable business practices. We invest in customer satisfaction and loyalty while we endeavor to create long-standing relationships with communities, contributing positively to social change.

We commit to ensuring our sustainability across the value chain. To this end, we focus on evolving a robust supplier selection process based on their adherence and commitments to ESG principles.

COMMUNITY SUPPORT

At **LAMPSA**, we aspire to provide relief to people in need, support local charities, collect food and clothes for vulnerable people and organize events to raise money for associations. We have set a dedicated Corporate Social Responsibility policy to drive our initiatives that is composed of the following pillars:





We participate in fundraising activities, donations, charity events and bazaars. In 2022, we participated in 13 community support actions, providing €15,437 through our contributions.

SELECTED CONTRIBUTIONS:

Donations

- UNICEF and the fund-raising program.
- Hotels' equipment to local orphanages of Athens.
- Food donations to the Municipality of Athens for the "Homeless Foundation" and the "Galini Foundation".

Support

- Care unit of the General Hospital of Serres.
- SOS Children's Villages with a group of volunteer workers, which "Runs for a good cause" through running competitions.
- Global "Race for the Cure" initiative for the prevention of breast cancer.

Fundraising activities for various local charities, such as, "The smile of the child", "Me Agapi", "Doctors without borders" & "Theotokos".



OUR COLLABORATIONS



GUEST SATISFACTION



Our key priority is to create a memorable experience for our guests through warm hospitality. All our employees share the common vision of connecting our brand with the satisfaction and engagement of our guests. To measure guest satisfaction, we have developed a survey running on an annual basis, allowing our guests to voice their expectations and feedback on our hospitality practices.

To enhance guest satisfaction, we monitor our customer satisfaction rates annually. In 2022, 5,206 guests responded to our customer survey, showing a significant increase in both hotels compared to the previous year. We are proud that we have achieved an overall 85% guest satisfaction for our hotels.



We received >50% responses for Hotel King George and > 40% for Hotel Grande Bretagne compared to the previous year.

The following table summarizes the number of guests who received our survey and the results per hotel

	 KING GEORGE HOTEL ATHENS	 HOTEL GRANDE BRETAGNE ATHENS
Number of guests who received the survey	4,855	12,761
Number of responses	1,440	3,766
Our customer satisfaction rate:	82%	87%

HEALTH AND SAFETY OF GUESTS

Health and safety of our guests is of primary importance to **LAMPSA**. We implement measures across our hotels to eliminate guests' health and safety incidents.

We protect guests with food allergen intolerance, and we have established a policy for allergen management, with strict hygiene rules to eliminate relevant risks.

Our allergen management policy includes the following actions that our company takes to improve the customer safety and inclusiveness.

1. Set-up and maintain a communication team with guests.
2. Urge guests to inform us on any food allergy they may have.
3. Adhere all rules for avoidance of cross-contamination during special meal preparations.
4. Prepare suitable meal alternatives.
5. Maintain departmental lists for possible allergen presence in final products.
6. Perform regular meetings for opinion exchange.
7. Observe and follow all Greek and EU laws.

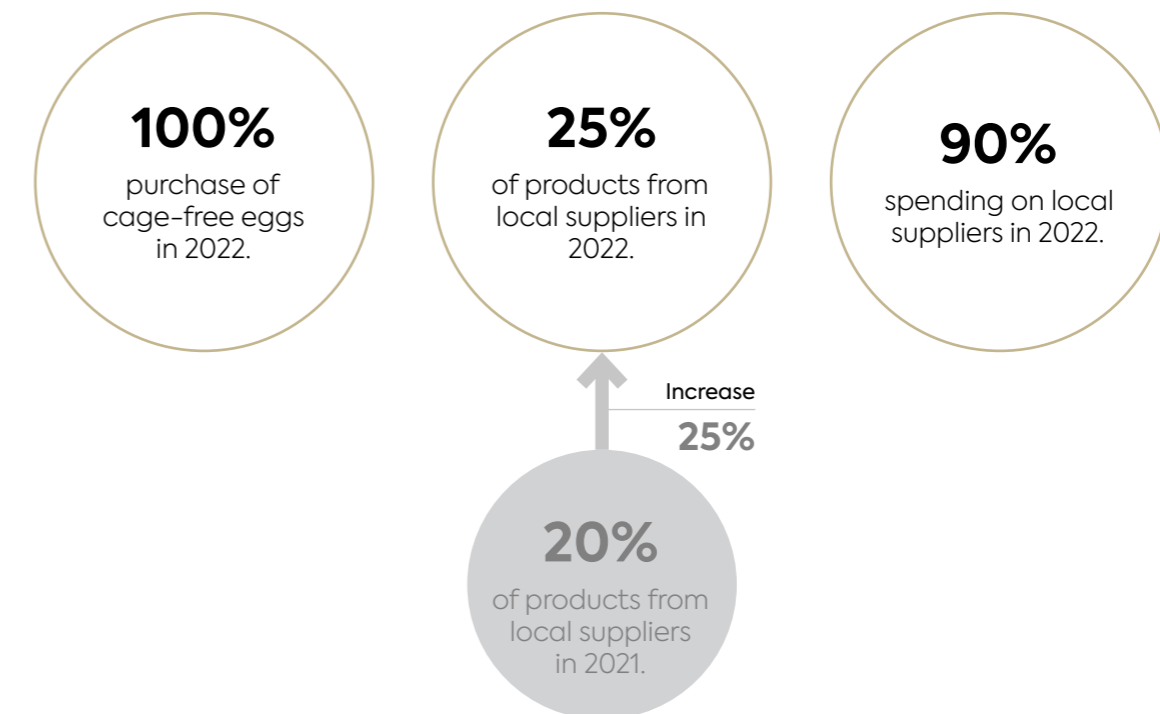
Moreover, we have adopted a health and food safety policy, which is the key to ensuring high-quality services and guest satisfaction.

SUPPLY CHAIN RESPONSIBILITY

As part of our corporate social responsibility, we are conscious of the impact of our products' journey through the supply chain and implement practices to protect people and the environment. We source 25% of products from local suppliers to support our local economy and communities and deliver social value. To ensure sustainable and responsible sourcing, we endeavor to cooperate with suppliers that care for their environmental and social footprint.



We require our suppliers to respect human rights, promote diversity and prohibit any kind of harassment at work.



At **LAMPSA**, we have established an annual supplier evaluation process, including parameters to ensure high quality, price competitiveness, advanced level of service and compliance with management system procedures (International Organization for Standardization – ISO/ Hazard Analysis and Critical Control Point – HACCP). We maintain the HACCP system, in accordance with the International Standard ISO:22000.

As food safety is paramount, we continuously monitor and evaluate suppliers. We follow preventive measures applied at all stages of the production process, from receiving raw materials and storage to distributing food in our restaurants. We have also established specific standards in the supply chain to ensure that all products comply with our quality requirements and principles.

Upholding transparency, accountability and ethics



Long-term sustainability and stakeholder trust depend on transparency, accountability, and ethics. In the hospitality industry, where customer loyalty and satisfaction are critical, maintaining a solid reputation for ethical business conduct and a culture of transparency is essential for building and maintaining trust. Moreover, with the increasing concern over data privacy and security, we ensure that sensitive data is managed responsibly and ethically. A robust governance structure, a strong ethical culture, and effective data privacy and security practices are essential for our sustainable long-term growth.

GOVERNANCE STRUCTURE AND BOARD ENGAGEMENT

The Board of Directors (BoD) decides on actions related to administrative issues, management of corporate affairs, our company's assets, representation and general pursuit of our purpose. The BoD ensures that our values and strategic planning are aligned with the corporate culture and strategy, influencing our practices, policies and behaviors within the company. In addition, BoD and the senior management team set the targets for the characteristics of our corporate culture.

executive members are generally responsible for the promotion of all corporate affairs. The BoD serves a three-year tenure, which may be extended before the end of the fourth year. In addition, an Audit Committee and a Remuneration and Nominations Committee have been established, while a compliance unit, a shareholder services and corporate communications unit and a risk management unit are responsible to effectively respond to issues related to corporate governance.

Our BoD consists of two executive and eight non-executive members, including three independent non-executive members. The Chairman of the BoD is also an executive member. The Executive Members of the BoD, specifically the President and the CEO, exercise management procedures. Still, they are not involved in the day-to-day management of the hotels since this has been entrusted by management contract to Marriott International Inc.

Considering the delegation of responsibility for managing impacts, Marriott International Inc. operates the hotels, selecting the managers of all departments and defining their duties. The operation of the hotels is regularly controlled by the company's BoD, focusing on financial, labor, and environmental issues, as well as compliance with the rules set by national and international legislations. The management team is responsible to inform the BoD on sustainability related issues. The Board evaluates the relevant information, monitors any discrepancies and recommends corrective actions if necessary. In addition, the management of the hotels and the designated committees and control units regularly inform the Board of Directors on issues related to critical concerns.

Most of the directors are non-executive directors (including independent non-executive directors). Additionally, executive members are those who handle day-to-day issues related to the management of our company, while the non-



Our company has developed an annual information/training plan for BoD under the guidance of the chairman.

ETHICAL BUSINESS CONDUCT AND CULTURE

Our culture and principles are the cornerstone of our corporate responsibility. At LAMPSPA, we take measures to operate responsibly and give our guests a secure and satisfying experience. We operate with high standards of transparency and accountability supported by our strong governance structure. Our activities are implemented according to an efficient system of internal audit, which is based on the policy of corporate management set by the Capital Market Commission, Greek legislation and international directives and practices.

Marriott International Inc. has approved and requires strict adherence to the Ethical Conduct Policy. In addition, our employees use Marriott's hotline to seek advice on implementing the corporate policies and practices for responsible business conduct and raise concerns about the organization's business conduct. At LAMPSPA we follow Marriott's policy to foster our ethical culture.

Ethical conduct policy promotes the following:

Honesty and ethical conduct.

Compliance with the applicable laws, rules and regulations.

Internal reporting of violations of business conduct guide.

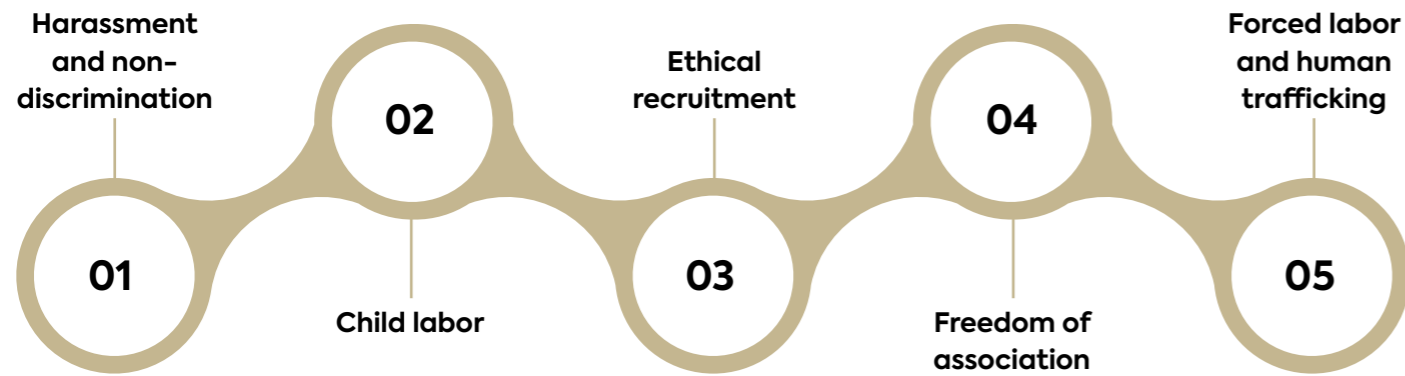
All our employees respect and comply with requirements outlined below:

1. Obey all applicable laws and comply with the business conduct guide. Urge guests to inform us on any food allergy they may have.
2. Report financial condition and results of operations honestly and fairly. Prepare suitable meal alternatives.
3. Deal with integrity with clients, customers, suppliers, and business partners. Perform regular meetings for opinion exchange.
4. Avoid conflicts of interest.
5. Safeguard the company's assets and protect confidential information.
6. Treat all associates fairly and with dignity and respect.
7. Report suspected violations of standards or laws/business integrity line.

WORKPLACE POLICIES:

We strive to provide all our employees with a safe and fair working environment. At LAMPSA, we have adopted five policies that support and uphold the elimination of discriminatory practices and child labor, enhance ethical recruitment, support the right to choose a collective bargaining representative and eliminate all forms of forced labor.

Our policies:



Open door policy and complaints mechanisms

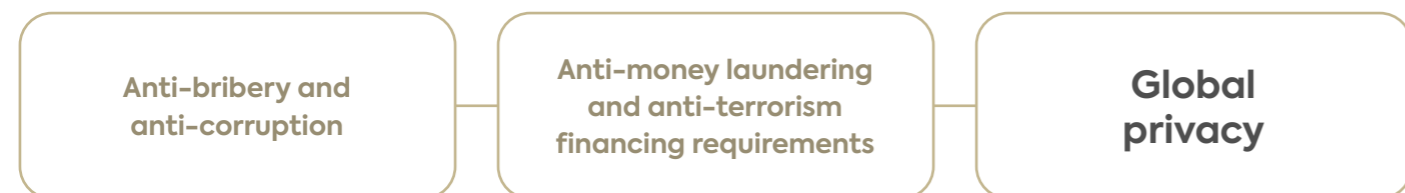
At **LAMPSA**, we have established an open-door policy as we recognize that transparent and open communication is critical in building trust between employees and the management team.

We understand the importance of receiving and efficiently dealing with employees' complaints as an indispensable part of improving our practices. At Hotel Grande Bretagne, a complaints box has been established in the premise for submitting suggestions, proposals, and complaints.

Moreover, we have established a communication process for our management team and employees to foster and improve their relationships.

At **LAMPSA**, we have adopted Marriott's ethical compliance program that has been established and is vested in the Legal and Ethical Steering Committee (LESC) and the Legal and Ethical Compliance Councils (LECC). The Steering Committee is responsible for verifying and generally ensuring that our company has effective means and procedures to reinforce adherence to legal, regulatory, ethical and policy standards consistent with the objectives of the compliance program. Moreover, we have established an audit committee to review and evaluate our practices.

Moreover, we have espoused Marriott's **principles of responsible business**, including:



At LAMPSA, we have established:



The following indicators present our effectiveness to maintain ethical and responsible business practices:

Incidents of corruption

ZERO

Non-compliance incidents

ZERO

Code of Business Conduct and Ethics violations

ZERO

Legal actions for anti-competitive behavior

ZERO

DATA PRIVACY AND INFORMATION SECURITY

We respect the privacy, safety and security of our employees, clients and business partners, and we have adopted Marriott's Global Information Security Policy that describes objectives and expectations for securing information and technologies used for global business operations.

Through our policy we:

- **Protect confidential and proprietary information from unauthorized or inadvertent disclosure, loss, alteration, or other misuse.**
- **Maintain a secure business computing environment.**
- **Protect confidential and proprietary information from misuse or alteration that may adversely affect our company.**
- **Hold all parties who interact with our company information and information technology assets accountable for the same.**

Customer data losses

ZERO

2022 ESG Report

lampsa.gr



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