



HYATT
REGENCY™

THESSALONIKI



2023

ESG Report

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HYATT
REGENCY™
THESSALONIKI

2023
ESG
REPORT



LETTER FROM CEO

Esteemed Stakeholders,

We are proud to present the first Environmental, Social, and Governance (ESG) report of Hyatt Regency Thessaloniki. The year 2023 marks a significant milestone in our journey towards sustainable development, underscoring our commitment to integrating ESG values into the core of our business strategy.

The past year has been transformative as we embarked on the ambitious path of developing a robust ESG strategy. As part of our strategic approach, we focus on three foundational pillars: Environmental Stewardship, Employer of Choice, and Responsible Entertainer. This strategy, shared with the Regency Casino Thessaloniki under the Regency Entertainment S.A. umbrella, ensures a unified approach to achieving our sustainability goals.

Considering our operations in Hyatt Regency Thessaloniki:

Environmental Responsibility & Stewardship

One of our proudest achievements this past year was our progress in environmental stewardship. We reduced our electricity consumption by 4% and our natural gas consumption by 7% compared to 2022. Additionally, we maintained our commitment to renewable energy, as 100% of our electricity was sourced from renewable energy sources (RES). These accomplishments underscore our dedication to reducing our carbon footprint and championing innovative solutions for sustainable resource management. Our comprehensive waste management system allows us to effectively measure, manage, and reduce waste, aligning with our goal of minimizing our environmental impact. Moreover, our water conservation initiatives led to a 7% reduction in total water consumption, reflecting our efforts to use resources efficiently and responsibly.

Employer of Choice, Empowering Diversity & Inclusion

As an employer of choice, we are dedicated to fostering a supportive and inclusive workplace culture. In 2023, our team grew to 194 employees, with 100% of our workforce being permanent and covered by collective bargaining agreements. We achieved gender parity in our workforce, with women making up 50% of our employees and holding 56% of our managerial positions. Our dedication to promoting diversity, equity, and inclusion ensures that every employee feels valued and respected, with equal opportunities for growth and success.

Commitment in Local Community Support

In addition, as an organization that supports our local community, in 2023, we contributed more than €195.000 to various community programs, organizing action plans and initiatives to support the environment such as tree planting and to provide for people in need. Our achievements in 2023 highlight our unwavering commitment to sustainability and responsible business practices. We will continue to build on this foundation, setting new benchmarks in the industry and striving to create a positive impact on our community and the environment.

Giannis Tsirikos

ABOUT THIS REPORT

This report represents the first Environmental, Social, and Governance (ESG) report of Hyatt Regency Thessaloniki, which is under the brand of Regency Entertainment S.A., a company with a dynamic presence in the Greek market with a leading position in the entertainment and hospitality sector.

The report is designed to communicate and highlight the hotel's key activities, performance, and initiatives towards sustainable development.

To prepare this report, we undertook a thorough process to define, measure, manage, and effectively communicate each key performance indicator (KPI). We conducted a comprehensive impact materiality assessment to identify and evaluate the most significant impacts of our operations on the environment, society, and economy. This assessment involved engaging with external stakeholders and internal experts on sustainability topics to define and evaluate the impacts relevant to our organization. The impact materiality assessment was carried out for both Regency Casino Thessaloniki and Hyatt Regency Thessaloniki, with the results presented individually in each entity's ESG report.

This ESG report covers all relevant areas associated with environmental sustainability, social responsibility, and corporate governance. It reflects our commitment as a leading entity in the hospitality industry to address key areas such as energy efficiency, waste management, community engagement, employee welfare, and transparent governance practices. Besides, the report has been reviewed and approved by the company's Board of Directors.

This report includes quantitative and qualitative information based on the financial year 2023, with comparative data from the financial year 2022.

¹ The hotel's address is 13th km Thessaloniki - Airport Road, 57001 Thessaloniki, Greece.
² The report is not verified by an external assurance party.



At Hyatt Regency Thessaloniki, stakeholder engagement is central to our operations. We believe that feedback and suggestions from our stakeholders are vital for our sustainable growth and continuous improvement.

We warmly invite all stakeholders to share their thoughts and recommendations on this report. Your insights are invaluable to us, and we encourage you to get in touch through the following contact details hotel. hrtessaloniki@hyatt.com

ABOUT HYATT REGENCY

THESSALONIKI



**HYATT
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THESSALONIKI

Hyatt Regency Thessaloniki, a distinguished member of Regency Entertainment S.A. and Hyatt Hotels Corporation, has been a premier destination for both business and leisure travelers since its grand opening in 1999. Conveniently located near Macedonia International Airport and in close proximity to Halkidiki's beaches, the hotel offers easy access to Thessaloniki's vibrant city center, cultural landmarks, and scenic attractions.

The hotel features 152 luxurious accommodations, including rooms and suites designed to provide the utmost comfort and elegance. Each room is equipped with modern amenities and offers stunning views of the hotel's beautifully landscaped gardens and the surrounding area.

Hyatt Regency Thessaloniki is dedicated to providing exceptional hospitality experiences while adhering to Hyatt's rigorous sustainability standards. The hotel actively participates in various environmental and community initiatives, demonstrating the positive impact on both the local community and the environment.

Through its comprehensive ESG strategy, Hyatt Regency Thessaloniki aims to set new standards in sustainable hospitality and corporate responsibility.

Learn more about Hyatt Regency Thessaloniki on our [website](#).



AWARDS & RECOGNITIONS

AWARDS & RECOGNITIONS

In 2023, Hyatt Regency Thessaloniki received several prestigious awards and recognitions, showcasing our excellence to excellence in hospitality, sustainability, and wellness.

These accolades highlight the dedication and hard work of our entire team in providing exceptional guest experiences and fostering a positive impact on the environment and the community.



**Gold certification
for Accommodation
Sustainability.**
Valid until 2025



**Gold Award in
"Best Greek Wellness Resort"**
category.



**Gold Award in
"Best Greek City Resort"**
category.

These awards and recognitions underscore our ongoing efforts to set new standards in the hospitality industry.

We remain dedicated to maintaining the highest levels of service excellence, sustainability, and guest satisfaction as we continue to grow and innovate.

REDEFINING THE HOSPITALITY INDUSTRY

At Hyatt Regency Thessaloniki and as a Hyatt managed property we are following Hyatt's World of Care platform, as Hyatt is rooted in caring for the planet, people and responsible business.

Our commitment is reflected in a wide range of innovative initiatives designed to enhance guest experience while ensuring a positive impact on our community and the environment.

Our goal is to create a sustainable legacy, foster a culture of responsibility, and ensure that Hyatt Regency Thessaloniki remains a pioneer in hospitality excellence.



OUR 2030 ESG STRATEGY

We are currently in the process of developing our comprehensive 2030 ESG strategy, which is built upon three key pillars: Environmental Steward, Employer of Choice, and Responsible Entertainer.

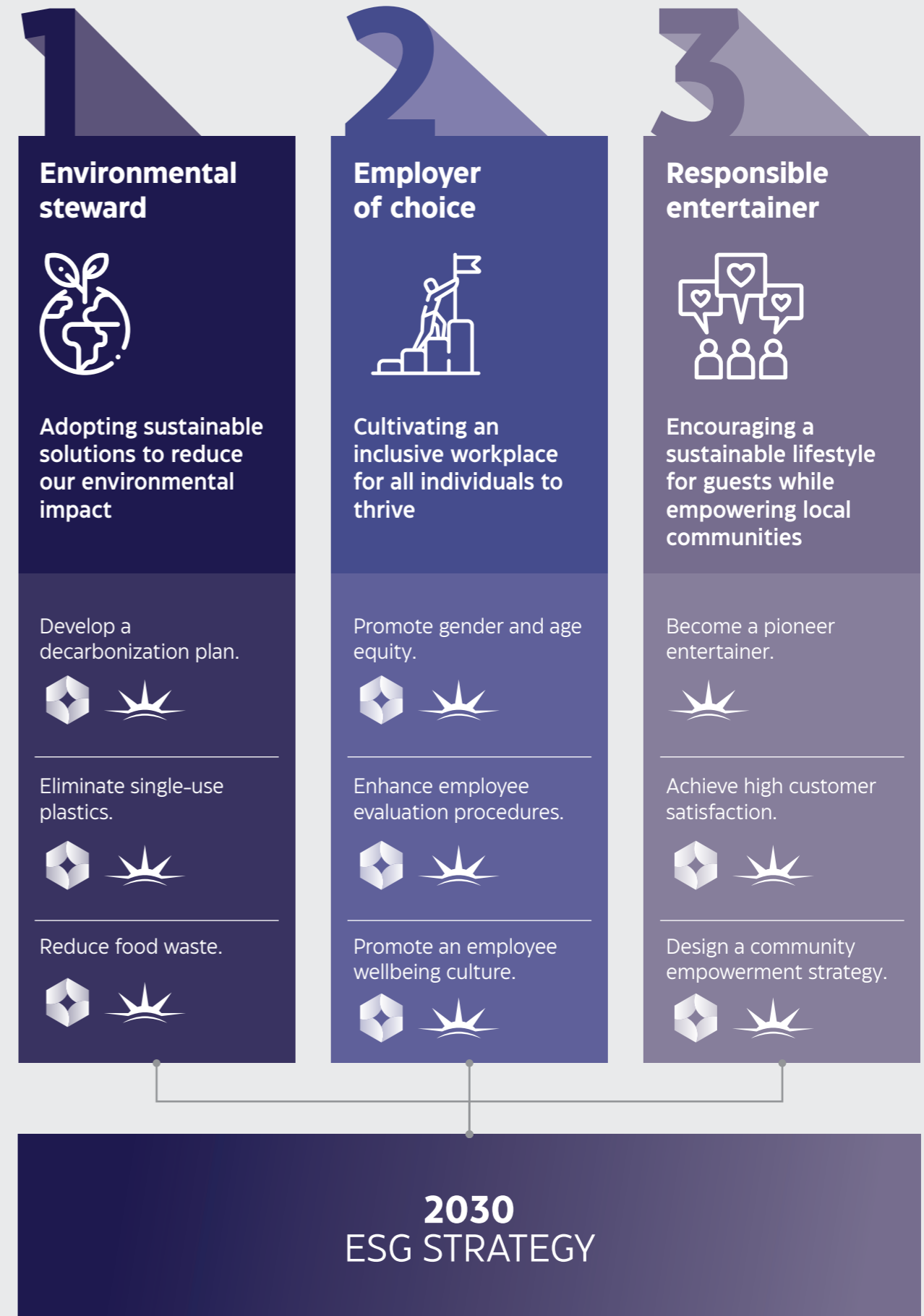
Our strategy constitutes a joint approach with Regency Casino's in Thessaloniki aiming to foster sustainability in hospitality and entertainment industries. As both properties are under Regency Entertainment S.A.'s umbrella, this approach ensures a cohesive and unified framework towards our Group's sustainability goals. Our ESG strategy aims to address critical environmental, social, and governance challenges, reflecting our commitment to sustainability and responsible business practices.

As "**Environmental Steward**", we aim to minimize our ecological footprint through innovative energy management, waste reduction, and conservation initiatives. As an "**Employer of Choice**", we are dedicated to fostering a supportive and inclusive workplace, offering exceptional opportunities for personal and professional growth. In addition, as a "**Responsible Entertainment**", we ensure that our operations not only provide exceptional guest experience but also adhere to the highest standards of ethical conduct and community engagement.

Our ESG strategy is not just a framework; it is a testament to our dedication to making a meaningful impact and setting new industry benchmarks in sustainability and corporate responsibility.

By adhering to these strategic pillars, Hyatt Regency Thessaloniki is unwavering in its dedication to seamlessly integrating sustainability into every facet of our operations. Our steadfast commitment ensures not only a responsible and positive impact on the environment but also fosters a supportive and enriching atmosphere for our employees. Additionally, we aim to contribute meaningfully to the well-being and development of the broader community. Our holistic approach encompasses environmental stewardship, employee welfare, and community engagement, all of which are integral to our mission of fostering a sustainable future.

Our 2030 ESG strategy is composed of the following pillars:



SUSTAINABLE DEVELOPMENT GOALS (SDGS)

Hyatt Regency Thessaloniki, as part of Regency Entertainment S.A., is committed to the United Nations Sustainable Development Goals (SDGs) and has deeply embedded those goals in its strategic planning.

The initiatives of Regency Entertainment S.A. focus on optimizing energy consumption, managing waste responsibly, promoting decent work conditions, and supporting local communities. This comprehensive approach allows Regency Entertainment S.A. to drive economic growth while reducing its environmental impact. By integrating these global objectives into core business strategies, the company reaffirmed its dedication to fostering a sustainable and prosperous future for all.

SUSTAINABLE DEVELOPMENT GOALS



ESG

We are proud to present our ESG highlights for the year 2023, showcasing our commitment to sustainability. These highlights demonstrate our ongoing efforts to integrate ESG principles into every aspect of our operations, driving meaningful change and setting new standards in the hospitality industry.

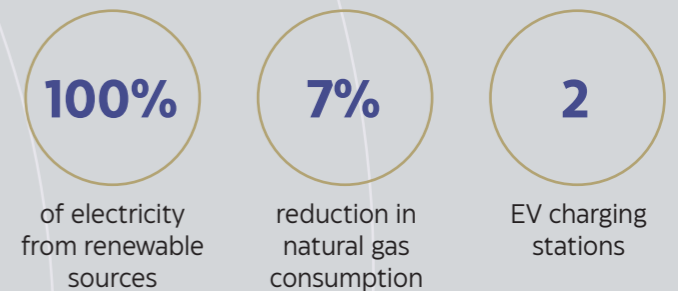
Our achievements in 2023 indicate significant progress across our three foundational pillars: Environmental Steward, Employer of Choice, and Responsible Entertainer.

We are committed to reducing our environmental footprint, fostering a supportive and inclusive workplace, and ensuring that our operations benefit the wider community.

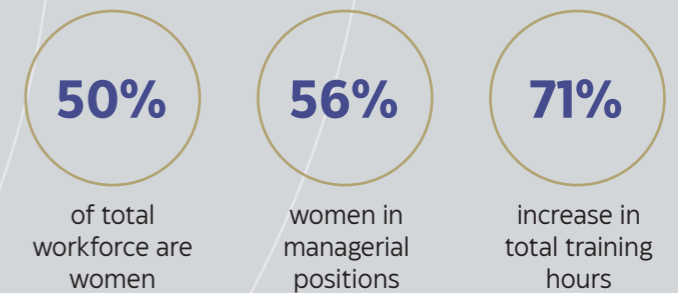
All comparisons are based on data from 2023 and 2022.

HIGHLIGHTS

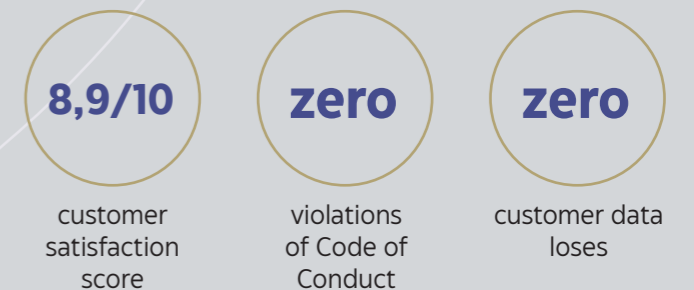
Environmental steward



Employer of choice



Responsible entertainer



IMPACT MATERIALITY

In 2023, Hyatt Regency Thessaloniki undertook a comprehensive impact materiality analysis to assess and prioritize the significant impacts of our operations on the environment, society, and the economy.

This analysis is a vital component of our sustainability strategy, helping us identify and focus on the issues that are most important to our stakeholders and our business activities. The impact materiality analysis was conducted at the Regency Entertainment S.A. level, encompassing both Hyatt Regency Thessaloniki and Regency Casino Thessaloniki.

IDENTIFYING IMPACTS

We created a list of actual and potential impacts caused by our activities, products, and business relationships. These impacts were identified through a combination of internal expertise and external consulting input. The identified impacts were then categorized as (i) positive/negative and (ii) existing/potential. This evaluation was conducted with the input from our internal sustainability experts to ensure a comprehensive understanding of each impact's significance.

PRIORITIZING ISSUES

Following the evaluation, we prioritized the sustainability issues based on the results of the impact materiality analysis. We established a threshold to determine which issues are considered material and should be included in our sustainability reporting and strategic planning.

STAKEHOLDER ENGAGEMENT

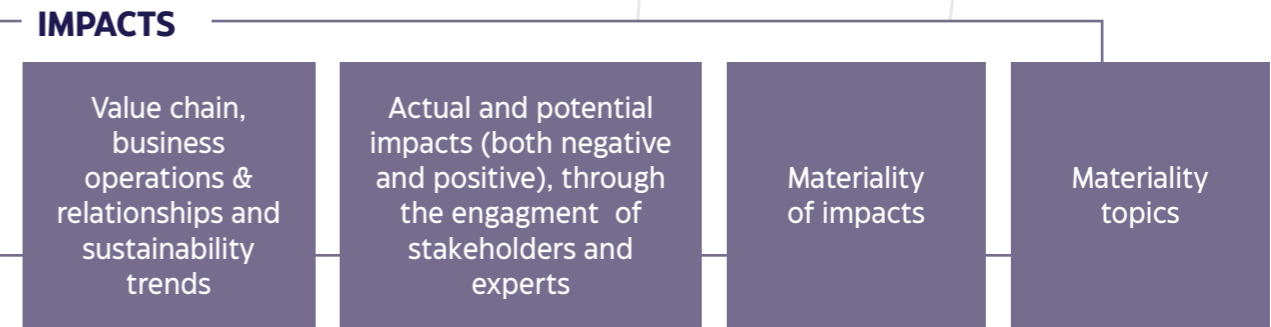
Throughout the process, we engaged members of the Board of Directors, managers, and department heads. This engagement was conducted through consultations, allowing stakeholders to rate the significance of various sustainability issues.

IMPACT MATERIALITY ANALYSIS

Regency entertainment S.A. adopted a comprehensive approach to assessing impact materiality, drawing upon the European Sustainability Reporting Standards (ESRS) and the Global Reporting Initiative (GRI). By employing a robust methodology, we gained an understanding of our impacts, enabling us to develop targeted strategies for sustainable and responsible practices.

MATERIALITY ANALYSIS

WE FOLLOWED A FOUR-STEP APPROACH FOR THE IMPACT MATERIALITY ANALYSIS:



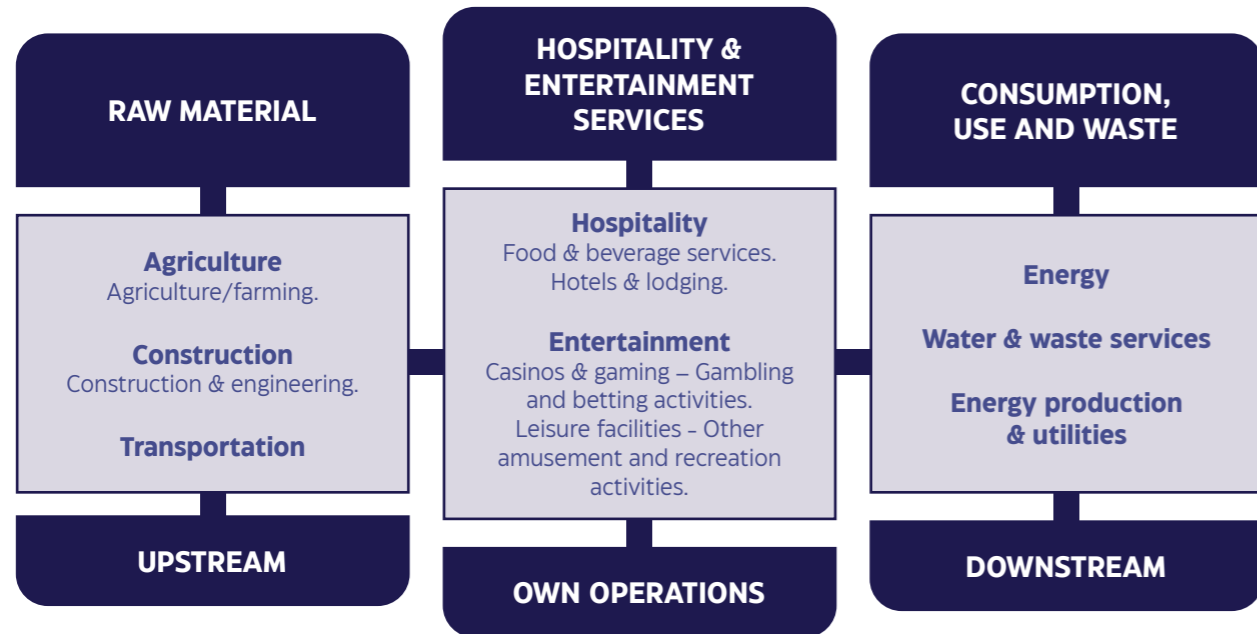
THE STEPS OF THE PROCESS ARE PRESENTED IN DETAIL IN THE FOLLOWING PAGES

1

UNDERSTANDING THE VALUE CHAIN

MAPPING OF OUR VALUE CHAIN

We commenced this analysis by mapping our value chain and understanding the company's business model, goals, and priorities. This step involved reviewing international guidelines and standards, including the GRI Standards and European Sustainability Reporting Standards (ESRS).



Following the establishment of the value chain, we conducted a benchmarking analysis to assess the current state and developed a list of sustainability issues specific to our business activities. The list was then incorporated into the impact materiality assessment. The following topics were assessed for impact materiality.



2

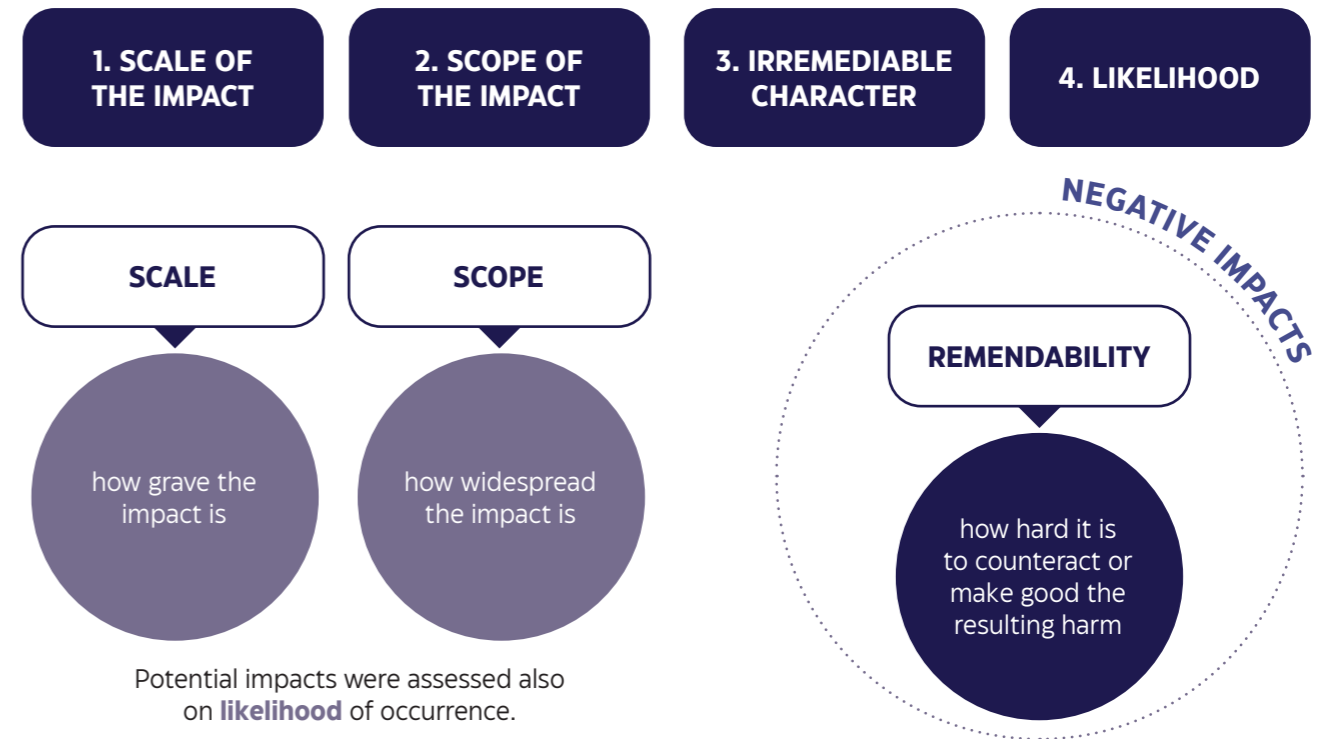
IDENTIFICATION OF MATERIAL IMPACTS

During this stage, we conducted an internal workshop with 6 experts in the environmental, human resources, finance and corporate governance fields to identify the impacts across various sustainability topics. This collaborative effort enabled the documentation of both actual and potential impacts in each topic.

3

ASSESSMENT OF THE SIGNIFICANCE IMPACTS

Following the identification of the impacts, we proceeded in the assessment. The impacts were assessed and scored following the process below:



- **Scale, scope, irremediable character:** All the impacts were assessed using a five-point scale from 1 (no significance) to 5 (high significance).
- **Likelihood:** The impacts were assessed using a scale from 0,25 (low chance of happening) to 1 (actual impacts).

4

ASSESSMENT OF THE SIGNIFICANCE IMPACTS

RESULTS OF IMPACT MATERIALITY

As a result of this process, we identified several key issues that are material to our operations and stakeholders. These issues will guide our sustainability efforts and reporting moving forward, ensuring that we focus on the areas where we can have the most significant positive impact.

The detailed list of the material topics is presented below:

Topic	Score
Climate change adaptation	3,20
Climate change mitigation	3,10
Waste	2,50
Energy	2,30
Working conditions	2,30
Other work-related rights	2,30
Corporate culture	2,30
Water consumption	2,20
Personal safety of consumers and/or end-users	2,00

ENVIRONMENTAL STEWARD

At Hyatt Regency Thessaloniki, our role as an environmental steward is integral to our overall ESG strategy.

We are committed to minimizing our ecological footprint and promoting sustainable practices throughout our operations. Our environmental initiatives are focused on energy efficiency, waste management, and water conservation, all aimed at fostering a healthier planet for future generations.

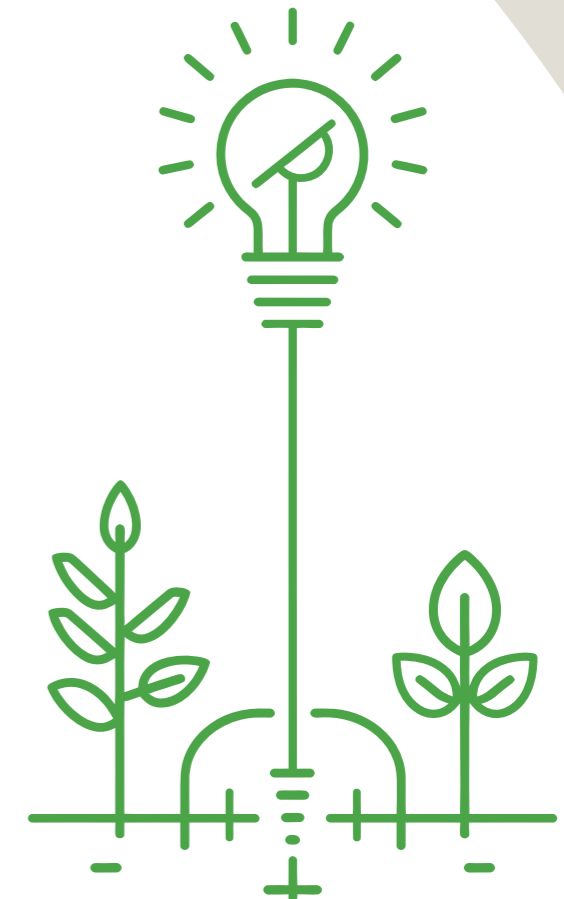


FOSTERING CLIMATE CHANGE RESILIENCE

We recognize the immense challenges posed by climate change and are dedicated to fostering resilience through proactive measures. Our comprehensive strategy includes the reduction of greenhouse gas (GHG) emissions and optimization of energy usage across our operations.

By implementing innovative technologies and sustainable practices, we aim to significantly lower our carbon footprint and contribute to a healthier, more sustainable planet.

Energy efficiency is a key component of our sustainability efforts. By reducing our energy consumption, we aim to not only decrease our carbon emissions but also conserve valuable natural resources. In 2023, we achieved significant progress, with a 4% reduction in electricity consumption compared to 2022.

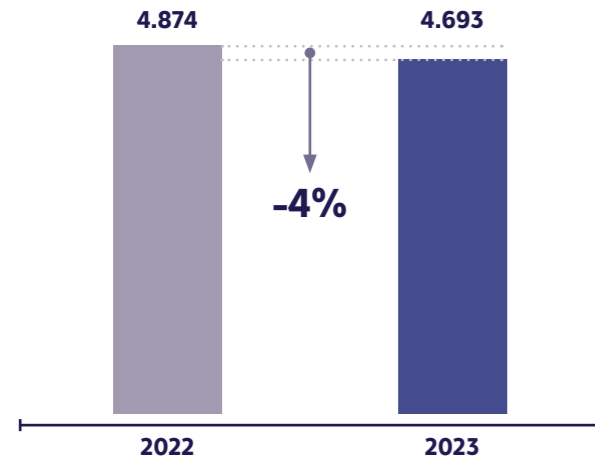


NOTABLY, 100% OF ELECTRICITY WAS SOURCED FROM RENEWABLE ENERGY SOURCES (RES), MAINTAINING THE SAME LEVELS AS IN 2022.

This transition not only fosters the reduction of our environmental impact but also supports the global shift towards cleaner, more sustainable energy.



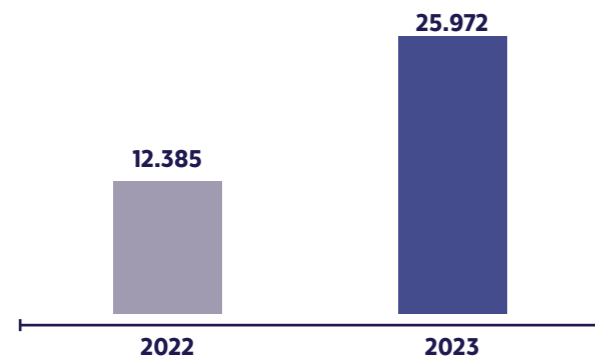
ELECTRICITY CONSUMPTION (MWh)



In addition to electricity, we closely monitor our natural gas and LPG consumption to ensure the optimization of all aspects of our energy use. Our natural gas consumption for 2023 was 5.274 MWh, indicating a notable reduction of 7% compared to 2022.

This reduction was achieved through the implementation of energy-saving practices that improve efficiency without compromising the quality of our services to guests.

LPG CONSUMPTION (Kg)



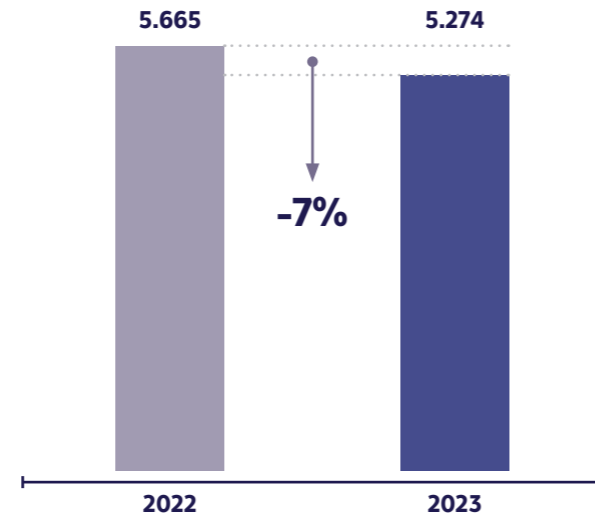
The observed increases in certain metrics for 2023, including LPG consumption and waste generation, are largely attributed to the intensified activity throughout the year. Early in 2022, COVID-19 prevention measures were in place, which significantly limited operations and visitor numbers. As these restrictions were gradually lifted in 2023, the hotel experienced a return to more normal levels of activity. This led to higher resource usage and operational output, reflecting the resumed demand and service levels.

Our commitment to environmental stewardship includes tracking our scope 1 emissions³, aiming to manage our carbon footprint effectively. In 2023, we achieved a 7% reduction in scope 1 emissions. Considering scope 2 emissions we achieved zero emissions as we source 100% of electricity from RES.

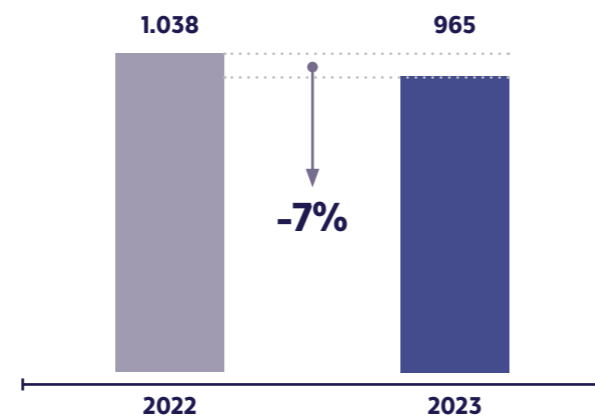
This reduction is a testament to our persistent efforts in implementing sustainable practices and minimizing our greenhouse gas emissions.

³ Scope 1 emissions were calculated based on the following formula: CO₂e = CO₂*1 + CH₄*28 + N₂O*265. The emission factors were retrieved from Defra/DECC (2021), UK Government conversion factors for greenhouse gas reporting, Department of Environment Food and Rural Affairs/Department for Energy and Climate Change, London.

NATURAL GAS CONSUMPTION (MWh)

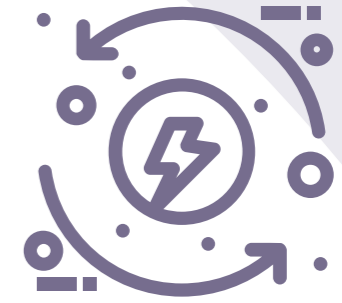


OUR GHG EMISSIONS (tn CO₂e)



90 Energy Efficiency Initiatives

To further support our commitment to energy efficiency and sustainability, we have adopted more than 90 energy efficiency initiatives that are implemented regularly by our staff.



SELECTED ENERGY-RELATED INITIATIVES INCLUDE:



Periodically review of all equipment's operating schedules to ensure optimal energy use.



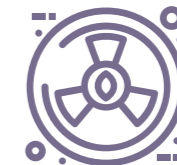
Establishment of thermostat points for all occupied and unoccupied guestrooms to maximize energy efficiency.



Support in the transition to electric vehicles by installing two electric vehicle (EV) charging stations, encouraging eco-friendly transportation options among our guests and staff. We have already one hybrid and one electric car to our fleet, and we aim to replace phased-out cars with electric ones, further promoting sustainable transportation.



We have equipped rooms with LED lighting and motion sensor lights to minimize energy consumption.



We schedule heating, ventilation, and air conditioning (HVAC) systems to turn on/off based on certain timelines to ensure efficient energy use.

Through these initiatives, Hyatt Regency Thessaloniki has achieved notable progress in enhancing environmental sustainability. In addition, we aim to develop a photovoltaic park on our premises with capacity of 1 MW, to further foster our transition towards renewable energy.

By adopting innovative practices and technologies, we are committed to reducing our ecological footprint and advancing the hospitality industry towards greater environmental responsibility.

IMPLEMENTING CIRCULAR ECONOMY PRACTICES

Embracing a circular economy model is a fundamental aspect of our sustainability strategy.

We are committed to reducing waste, recycling resources, and maximizing the efficiency of resources to minimize our environmental impact. By rethinking and redesigning our processes, we aim to create a sustainable system that continuously repurposes materials and resources.

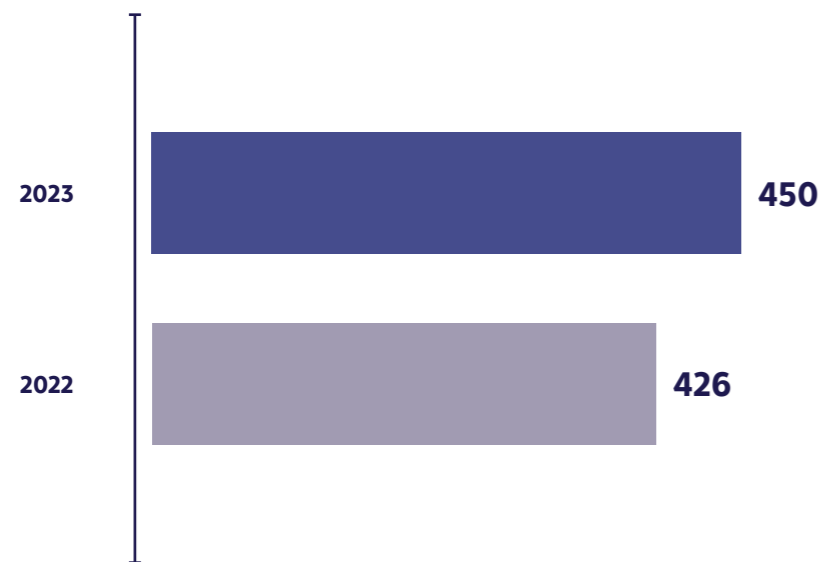
This approach not only supports waste reduction but also enhances resource efficiency, aligning with our goal of advancing towards a more sustainable hospitality industry. To accomplish these objectives, we have revamped and optimized our operational processes.

We have developed a comprehensive waste management system

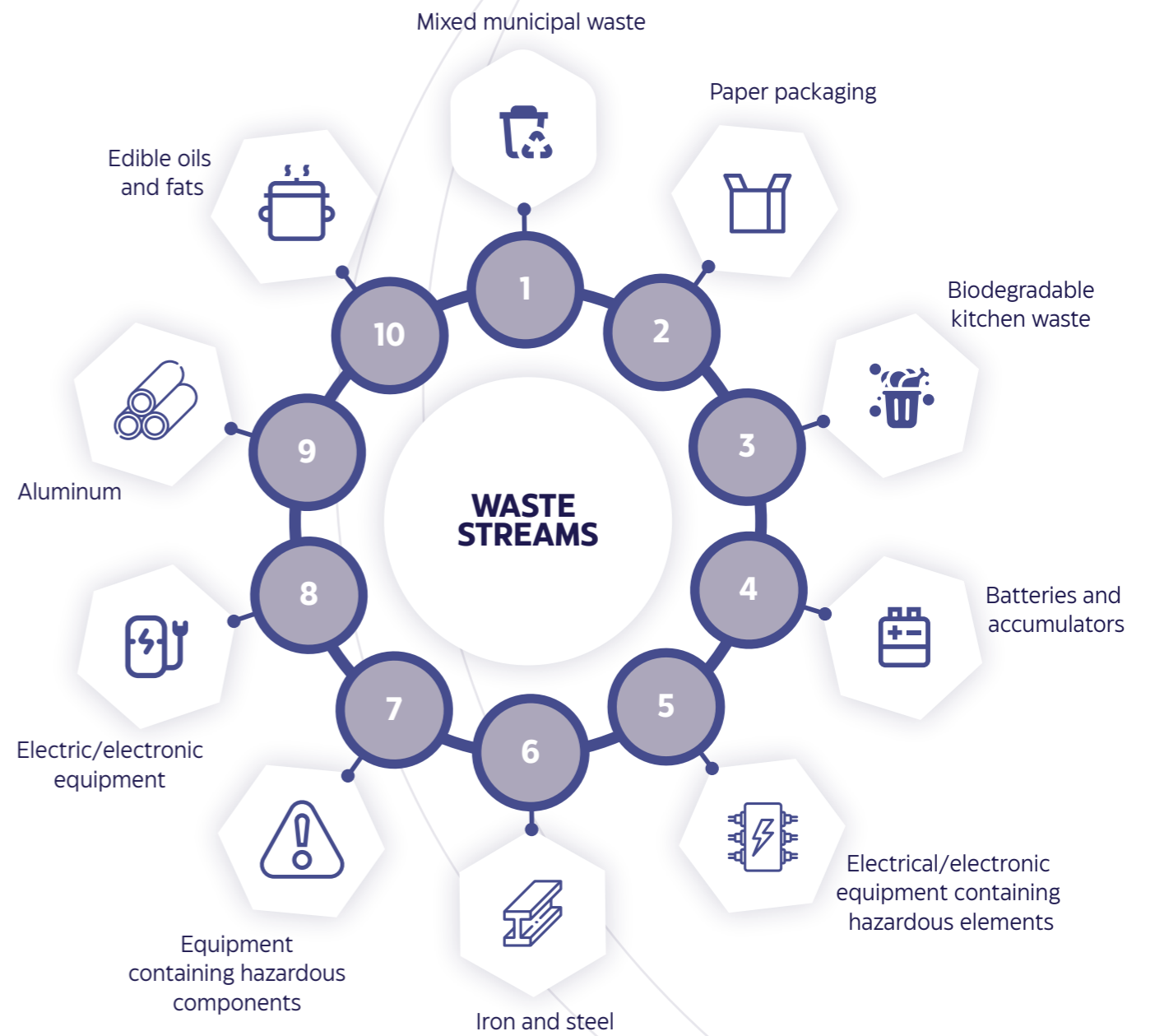
Our comprehensive waste management strategy focuses on reducing the amount of waste generated, maximizing recycling, and ensuring responsible disposal. By recording data in the Electronic Waste Registry, we can precisely measure total waste production, identify various streams, and determine the most appropriate recovery or disposal methods. We aspire to reduce single-use plastics, more specifically we have replaced plastic with glass cups, aiming to replace further items in the future. This system enables us to monitor and manage waste more efficiently, ensuring continuous improvement in our environmental performance.

In 2023, we collected 450 tn of waste as part of our ongoing efforts to optimize waste management and minimize environmental impact. Below, we provide a detailed breakdown of the identified waste streams for 2023, highlighting our commitment to precise tracking and monitoring of waste per stream.

WASTE COLLECTED (tn)



WASTE STREAMS IDENTIFIED



FOOD WASTE MANAGEMENT

We have implemented comprehensive food waste management practices as part of our environmental stewardship efforts. By repurposing food waste into biogas and biodiesel, we ensure that organic waste is transformed into valuable resources, contributing to a circular economy.

To further enhance our food waste management and following Hyatt's directives, we aim to utilize KITRO, a technology that tracks and analyzes food waste through image recognition and detailed data dashboards. This innovative system will allow us to accurately calculate our food waste, providing us with comprehensive waste reports. These reports are crucial for identifying waste patterns and understanding the root causes of food waste within our operations.

By analyzing the data provided by KITRO, we can pinpoint specific areas where food waste is most prevalent, such as during food preparation, cooking, or leftovers on plates. This detailed insight enables us to implement targeted interventions to reduce food waste.

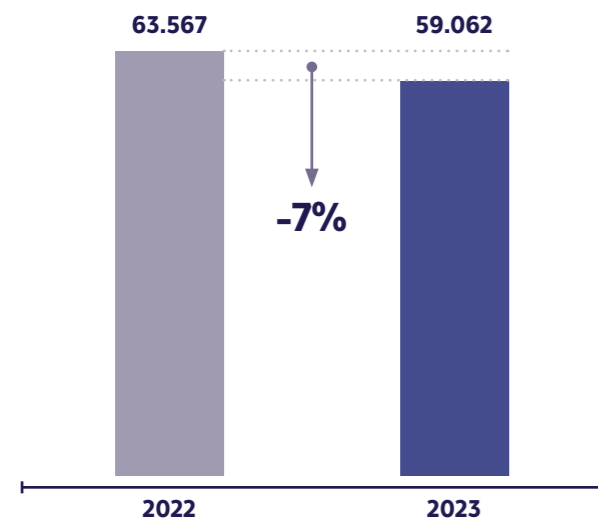
By incorporating circular economy practices into our daily operations, we are dedicated to establishing a sustainable and efficient system that minimizes our environmental footprint and encourages the responsible use of resources. Our initiatives not only align with our sustainability objectives but also set a high benchmark for environmental stewardship in the hospitality industry.



WATER CONSERVATION INITIATIVES

Water is a precious resource, and efficient water management is essential to our operations at Hyatt Regency Thessaloniki. With guests utilizing water through various amenities such as showers, pools, and dining facilities, conserving water is a crucial part of our environmental stewardship. We are dedicated to reducing our water consumption and promoting efficient water use to protect this vital resource for future generations. In 2023, our total water consumption was 59.062 m³, representing a 7% reduction compared to 2022.

WATER CONSUMPTION (m³)



50 Water Efficiency Initiatives

We have developed over 50 water efficiency initiatives that are implemented regularly in our hotel.

SELECTED WATER RELATED INITIATIVES INCLUDE:



Comprehensive training for all employees on our water conservation policies and practices. This training emphasizes the importance of water efficiency and educates staff on how to incorporate these practices into their daily routines.



Elimination of practices that lead to unnecessary drinking water wastage, such as defrosting food directly under running water.



Adjustment of sprinkler systems to operate before 10:00 AM and after sunset to minimize water loss due to evaporation. Spot watering with a hose and nozzle is conducted as needed, and irrigation system maintenance and repairs are scheduled to ensure optimal performance and water use efficiency.



Installation of hydration stations in the fitness center to encourage guests to use refillable water bottles.



Utilization of water-efficient laundry equipment and eco-friendly cleaning practices to minimize resource use.

By incorporating circular economy practices into our daily operations, we are dedicated to establishing a sustainable and efficient system that minimizes our environmental footprint and encourages the responsible use of resources. Our initiatives not only align with our sustainability objectives but also set a high benchmark for environmental stewardship in the hospitality industry.

EMPLOYER OF CHOICE

Hyatt Regency Thessaloniki strives to become an employer of choice, cultivating a supportive and inclusive workplace culture. We recognize that our success is fueled by the dedication and talent of our employees.

In 2023, our team comprised 194 employees, reflecting a 14% increase compared to 2022. This growth is a testament to our reputation as a desirable place to work, attracting top talent throughout the region. Our commitment to fostering a positive work environment ensures that our employees are not only confident in their roles but also motivated to excel. It is notable that 100% of our employees are permanent⁴ and are covered by collective bargaining agreements, ensuring job security and fair treatment for all.



3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

RESPECTING DIVERSITY, EQUITY & INCLUSION

At Hyatt Regency Thessaloniki, we are dedicated to fostering a workplace where diversity and inclusion are fundamental aspects of our culture. Our goal is to create an environment where every employee feels valued and respected, with equal opportunities for growth and success.

To achieve this, we have followed Hyatt's comprehensive Diversity, Equity & Inclusion (DEI) policy designed to cultivate psychological safety and inclusiveness. Additionally, we have established Diversity Business Resource Groups (DBRGs) to enhance appreciation and respect for diversity, contributing to a more welcoming and secure workplace.

We are proud to maintain our record of zero discrimination incidents, showcasing our dedication to creating an inclusive and respectful workplace.

WORKFORCE COMPOSITION

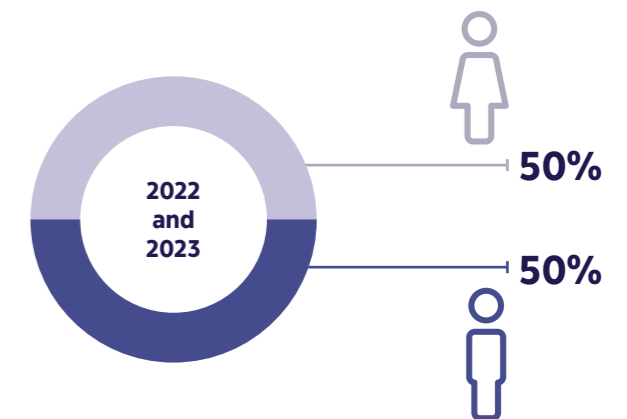
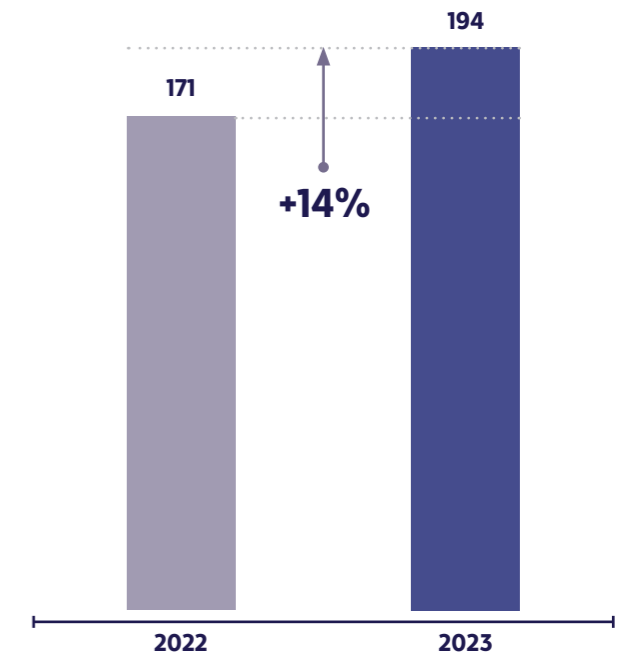
For the past two years, we have proudly maintained a workforce comprised of 50% women. This significant milestone underscores our unwavering commitment to gender equality.

Aligned with our commitment to empowering women within our organization, we are proud to report that women occupy 56% of our managerial positions⁵. This significant representation in leadership roles, underscores our dedication to gender equality and strengthens our organization. By promoting gender diversity at managerial levels, we ensure a variety of perspectives and ideas that drive innovation and excellence at Hyatt Regency Thessaloniki.

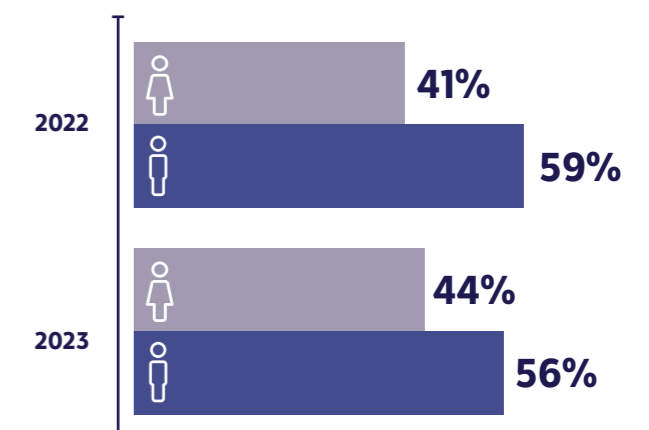
This diverse leadership fosters a more dynamic, creative, and inclusive workplace, enabling us to better serve our guests and community while achieving outstanding business outcomes.

⁴ Hyatt Regency Thessaloniki does not employ seasonal personnel due to 12 months of operation.
⁵ Managerial positions include roles from head of departments and above.

NUMBER OF EMPLOYEES



GENDER BREAKDOWN IN MANAGERIAL POSITIONS



AGE BREAKDOWN OF EMPLOYEES

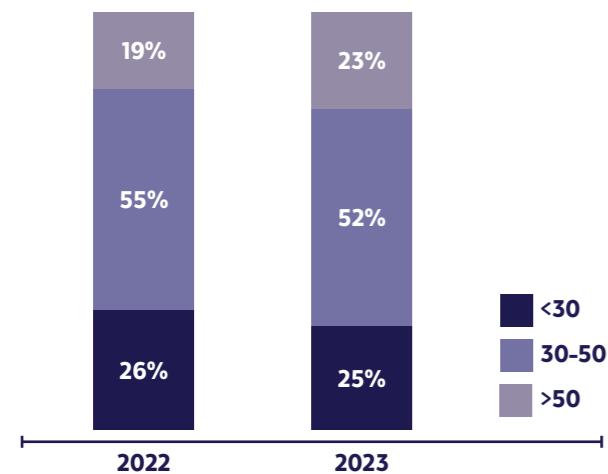
Our company recognizes the importance of having a workforce that spans all age groups. This diversity enriches our team with varied experiences, perspectives, and skills, embodying our dedication to inclusivity and equality.

We highly value the deep knowledge and experience that our senior employees bring. Their contributions are crucial to our company's success and longevity. Creating an environment that encourages these experienced professionals to mentor younger staff enhances our operational strength and fosters a culture of growth and learning.

In addition, we greatly benefit from the enthusiasm, creativity, and problem-solving abilities of our younger employees. Their fresh perspectives are essential for innovation and adaptation to industry changes. We are committed to their professional development by providing ample opportunities for learning and career advancement, ensuring our team remains dynamic and forward-looking.

To further enhance our team and drive innovation, we actively seek to attract young professionals to the vibrant city of Thessaloniki. By creating abundant job opportunities and fostering a dynamic, innovative workplace, we not only enrich our team with fresh perspectives and ideas but also contribute to the economic growth and vitality of Thessaloniki. Reflecting our success in this area, 57% of our total hires in 2023 were under the age of 30 years old, showcasing our commitment to nurturing the next generation of talent.

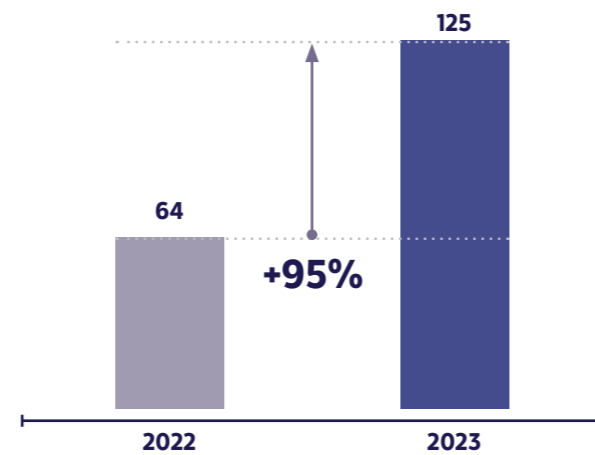
AGE BREAKDOWN OF EMPLOYEES FOR 2022 AND 2023



EMPLOYEE RECRUITMENT AND TURNOVER

Building on our commitment to fostering a diverse and dynamic team, we experienced significant growth in our workforce in 2023. Hyatt Regency Thessaloniki hired a total of 125 new employees. A key aspect of our recruitment strategy was our focus on younger talent, with 57% of the new hires being under 30 years old.

TOTAL EMPLOYEES HIRED



When comparing the age breakdown of employees between 2022 and 2023, we observed substantial increases across all age groups. The age breakdown of our employees in 2022 was 36 employees under 30 years old, 22 employees aged 30-50, and 6 employees over 50 years old. By 2023, these numbers had increased to 71 employees under 30 years old, 42 employees aged 30-50, and 12 employees over 50 years old.

Furthermore, we ensured gender diversity in our new hires. In 2023, 30 of our new hires were men and 34 were women. This balanced approach to recruitment highlights our dedication to creating an inclusive workplace where both men and women have equal opportunities to contribute and grow.

In addition to our successful recruitment efforts, we have maintained a relatively low employee turnover rate. In 2023, our employee turnover rate was 14%. This demonstrates our dedication to creating a supportive and engaging work environment, where employees feel valued and are motivated to stay with us for the long term. Our continued focus on employee satisfaction and retention has enabled us to build a stable and committed workforce, which is crucial for sustaining high-quality service and operational excellence.

PRIORITIZING EMPLOYEE WELLBEING PROMOTING A HOLISTIC WELLBEING

At Hyatt Regency Thessaloniki, the wellbeing of our employees is a top priority. We implement a range of initiatives aimed at supporting the physical, mental, and emotional health of our team members. These efforts ensure that our employees can thrive both personally and professionally, fostering a healthy, productive, and engaged workforce.

We already offer a variety of wellbeing initiatives and fitness sessions for our guests, and we aspire to extend these benefits to our employees. By creating healthy routine breaks and providing access to wellness activities, we aim to promote a balanced lifestyle for our team members.

Each year, we celebrate the “**Global Wellbeing Week**”, an event of Hyatt Hotels Corporation that allows colleagues worldwide to prioritize their wellbeing and, in turn, extend care to others. During this week, we offer a variety of activities and programs, such as yoga classes, pilates sessions, healthy meals and snacks, guided walks around our gardens, and inspirational talks by wellness instructors.

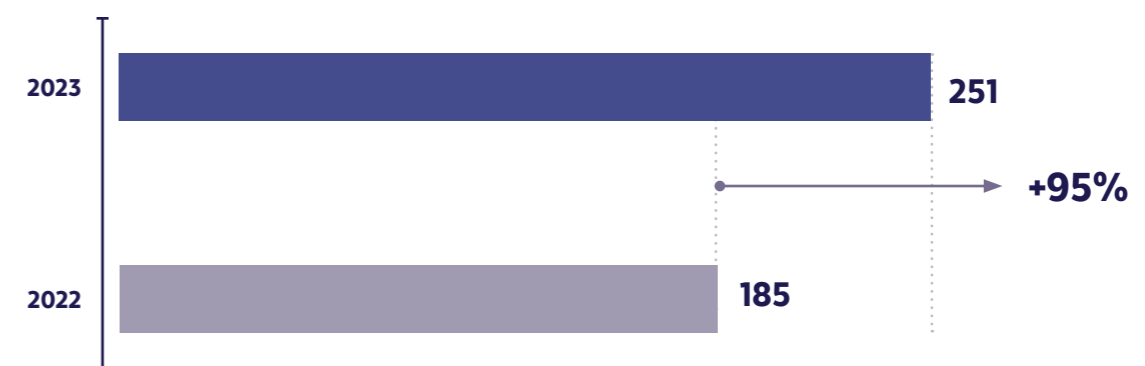


ENSURING HEALTH AND SAFETY

The health and safety of our employees is a top priority at Hyatt Regency Thessaloniki. This commitment is evident in our increased participation rates and improved safety outcomes. In 2023, employee participation in health and safety (H&S) trainings rose significantly, from 185 in 2022 to 251 participations. The number of participants has increased following the increase in total employees. This focus on safety education has resulted in notable improvements in our safety metrics.



PARTICIPATIONS IN H&S TRAININGS



Despite increasing our total workforce by 13% from 171 employees in 2022 to 194 employees in 2023, we successfully managed to decrease our Lost Time Injury Frequency Rate (LTIFR) from 22 in 2022 to 12 in 2023. This significant reduction demonstrates the effectiveness of our proactive measures. Additionally, the total number of lost time injuries fell from 7 in 2022 to 4 in 2023, underscoring our efforts to create a safer working environment.

We have built on our solid foundation of health and safety (H&S) protocols by implementing a comprehensive range of measures and policies designed to protect our employees and promote their wellbeing. The measures and policies presented below are part of Regency Entertainment S.A.'s efforts to support a healthy and safe work environment.

IN ADDITION, THESE INITIATIVES ARE INTEGRAL FOR FOSTERING A CULTURE OF SAFETY AND CONTINUOUS IMPROVEMENT:

<p>Accident prevention policy:</p>  <p>Proactive measures to prevent workplace accidents.</p>	<p>Employee medical checkup:</p>  <p>Regular health checkups to monitor and maintain employee health.</p>
<p>Occupational risk assessment:</p>  <p>Regular assessments to identify and mitigate potential hazards.</p>	<p>Inoculation program:</p>  <p>Vaccination programs to protect employees against illnesses.</p>
<p>Provision of protective footwear and personal protective equipment:</p>  <p>Necessary equipment to ensure that all employees are safe during the work.</p>	<p>Blood bank for employees and relatives:</p>  <p>We maintain a blood bank that employees and their families can access in case of urgent medical needs for immediate support during medical emergencies.</p>
<p>Fire & emergency situation trainings:</p>  <p>Preparedness training to handle emergencies effectively.</p>	<p>Personal grooming and hygiene policy:</p>  <p>Practices to ensure high standards of hygiene and appearance.</p>

Our approach to health and safety extends beyond compliance. We strive to create an environment where every employee feels secure and valued. Through continuous training, regular assessments, and comprehensive support systems, we maintain the highest standards of safety and wellbeing, ensuring that our employees can thrive in a secure and supportive workplace.

ENHANCING TRAINING AND DEVELOPMENT OPPORTUNITIES



We are dedicated to fostering the growth and development of our workforce, recognizing that their progress is vital to our overall success.

In 2023, we undertook significant steps to elevate our training and development initiatives. Understanding the dynamic demands of the hospitality industry, we increased our total training hours from 762 in 2022 to 1.304 in 2023.

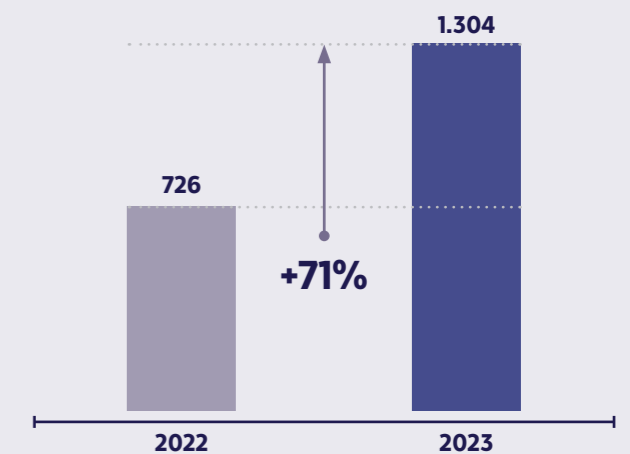
Through these training sessions, we aim to provide our employees with the essential skills and knowledge to excel in their roles and adapt to the evolving industry.

We are pleased to announce that the increase in training hours has equally benefitted all our employees, regardless of gender. In 2022, men received an average of 4 training hours, while women received 5 hours. By 2023, this average had increased to 7 hours for both men and women, demonstrating our commitment to gender equality in professional development.

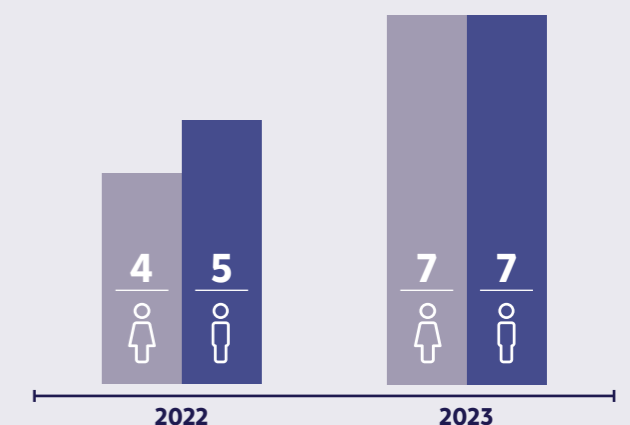
This comprehensive approach to professional development and recognition fosters a culture of excellence and loyalty. By empowering our employees with advanced skills and acknowledging their dedication, we ensure that Hyatt Regency Thessaloniki remains at the forefront of industry innovation and exceptional guest experience.

We also believe in recognizing and celebrating the loyalty and dedication of our employees. On a monthly basis, we honor those who have been with Hyatt Regency Thessaloniki for 5, 10, 15, 20, and 25 years through our "Service Awards" program. This initiative acknowledges the long-term commitment of our employees, fostering a sense of pride and belonging within our organization.

TOTAL TRAINING HOURS



AVERAGE TRAINING HOURS PER GENDER



As part of our commitment to continuous learning, we offer master's degree training programs, providing financial support ranging from €2.500 to €5.000 depending on the employee's position. This investment in higher education ensures that our team members have access to advanced knowledge and skills, further enhancing their professional growth and career opportunities.

RESPONSIBLE ENTERTAINER

At Hyatt Regency Thessaloniki, as part of the Regency Group, we aim to provide comprehensive entertainment experience, while ensuring our operations positively impact the environment and the community.

Our approach encompasses sustainable practices, community engagement, and ethical business conduct to create a welcoming and responsible environment for our guests and employees. We strive to enhance our guests' experiences while maintaining our dedication to social responsibility and environmental stewardship.



CUSTOMER SATISFACTION

Delivering exceptional guest experiences is a fundamental aspect of our operations at Hyatt Regency Thessaloniki. We continually strive to exceed our guests' expectations by offering high-quality services and facilities.

In 2023, we were pleased to receive a customer satisfaction score of 8,9 out of 10, reflecting our commitment to excellence in hospitality. Energy efficiency is a key component of our sustainability efforts. By reducing our energy consumption, we aim to not only decrease our carbon emissions but also conserve valuable natural resources. In 2023, we achieved significant progress, with a 4% reduction in electricity consumption compared to 2022.

We continually strive to exceed our guests' expectations by offering high-quality services and facilities. In 2023, we were pleased to receive a customer satisfaction score of 8,9 out of 10, reflecting our commitment to excellence in hospitality.

Our dedication to outstanding service is further highlighted by our Net Promoter Score (NPS) averaging from 79 to 86 out of 100. This impressive score demonstrates the high level of satisfaction among our guests and their willingness to recommend Hyatt Regency Thessaloniki to others.

Our focus on customer feedback plays a crucial role in achieving these scores. By actively listening to our guests and making necessary adjustments, we ensure that every stay at Hyatt Regency Thessaloniki is memorable and enjoyable. Through these efforts, we aspire to maintain a high customer satisfaction score and continually enhance the quality of our services.



8,9/10
customer satisfaction score



86/100
Net Promoter Score



GIVING BACK TO SOCIETY

Our commitment to social responsibility extends far beyond our daily operations. We actively engage in a broad range of initiatives designed to benefit the community, encompassing charitable contributions, volunteer efforts, and strategic partnerships with local organizations.



Our efforts are aimed at addressing critical community needs, supporting educational programs, enhancing healthcare services, promoting environmental sustainability, and fostering cultural enrichment. Through these comprehensive and impactful actions, we strive to make a meaningful difference and contribute to the well-being and development of the communities we serve.

In 2023, our organization contributed €195.400 to community support initiatives, which was 2,5 times more than in 2022.

THE FOLLOWING PROGRAMS ARE PART OF REGENCY ENTERTAINMENT S.A.'S EFFORTS TO SUPPORT LOCAL COMMUNITIES:

Tree replacement project on Tsimiski Street:

We supported the replacement of sick and dangerous elm trees with 163 healthy Celtis Australis trees on Tsimiski Street, one of the most commercial and busy streets in Thessaloniki. This initiative addressed a pressing request from the local community and was implemented in collaboration with the Municipality of Thessaloniki. The new trees, aged over ten years and over seven meters tall, significantly enhance the area's aesthetics and environmental health.

Healthcare initiatives:

We actively supported healthcare initiatives to enhance the wellbeing of our community. As part of our efforts, we collaborated with the University General Hospital - AHEPA to organize blood donations.

Odysseia program:

We proudly sponsor the Odysseia program, a non-profit organization that supports vulnerable youth aged 17-34, including NEETS (Not in Education, Employment, or Training), low-income individuals, refugees, and migrants. The program provides personalized professional training combined with employability services, bridging young people with the workforce and ensuring access to education and employment opportunities without discrimination. Through this initiative, Regency Entertainment S.A. meets the hospitality sector's demand for skilled workers, offering underprivileged youth the chance to thrive by fully utilizing their potential in a professional environment.

Sports sponsorships:

We supported:

Women's tennis team "NEA GENE", the basketball team of Philippos Veria and the basketball team of Aias Evosmos Athletic Association.

The football teams PAOK and ARIS.

The national mountain biking champion, Dimitris Antoniadis, by sponsorship the purchase of a Park RC World Cup Evo 2023 racing bike.

Educational and childcare support:

We purchased charms to support the Mixed Day Care Center "The Children of Spring," which provides care to 62 teenagers and adults aged 16 years and older. In addition, we donated electronic equipment to the rehabilitation and recovery unit for children with disabilities in Thessaloniki. Moreover, for the second consecutive year, we were a platinum sponsor of the theatrical performance "THE PAN", which took place at the Royal Theatre of Thessaloniki on 27 & 28 May 2023, where part of the net proceeds was used to support childcare structures.

Non-governmental organizations:

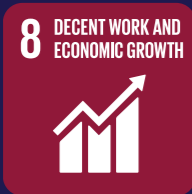
We gathered 21 tons of essential items, including bottled water, juices, long-lasting food, paper products, personal hygiene items, and antiseptics. All these items were delivered to the Hellenic Red Cross in Thessaloniki for distribution to the residents affected by the devastating floods in Thessaly.

GOOD GOVERNANCE PRACTICES

In accordance with the directives and practices of Hyatt and the Owning company, at Hyatt Regency Thessaloniki, we emphasize the creation of a strong corporate governance and organizational framework to enhance our decision-making processes.

These components are essential in promoting transparency, accountability, and ethical behavior across our operations.

By implementing clear policies, procedures, and lines of authority, we steer our organization's strategic direction and enhance operational effectiveness. Corporate governance encompasses a set of rules, practices, and processes by which our hotel is directed and controlled. This framework ensures that management acts in the best interests of all stakeholders, including employees, guests, and the broader community. Key principles such as integrity, fairness, and responsibility are embedded within our governance framework, fostering a culture of trust and compliance.



⁶ The information presented in this chapter related to corporate governance concern Regency Entertainment S.A.

ORGANIZATIONAL STRUCTURE

The organizational structure delineates the hierarchy and reporting relationships within the organization. It facilitates efficient communication and coordination among various departments and teams, enabling smooth execution of strategies and initiatives. A well-defined organizational structure helps in optimizing resources, enhancing productivity, and achieving the company's long-term objectives.

At Regency Entertainment S.A., the organizational structure clearly defines the hierarchical framework, roles, responsibilities, and reporting relationships. This clarity supports coherent decision-making and effective management, forming a solid foundation for sustainable growth, responsible governance, and long-term value creation.



BOARD OF DIRECTORS

The Board of Directors (BoD) is pivotal in overseeing the company's strategic direction, with a strong focus on environmental, social, and governance (ESG) responsibilities. In 2022 and 2023, Regency Entertainment S.A.'s BoD comprised seven members, including five non-executive and two executive members. They ensure that ESG principles are integrated into the company's core operations, maintaining high ethical standards and social responsibility. The chairman, a senior executive member, heads the Board and oversees lobbying and board operations. The BoD is ultimately responsible for proposing and approving any changes to business plans, the mission statement, and strategies.

BoD members are appointed based on the shareholders' agreement, with nominations suggested by the main shareholders and approved by current BoD members. They have no other personal or business relations that conflict with their role, ensuring their impartiality and commitment to the company's best interests.



OUR POLICIES

All policies and procedures are proposed by the operational department and approved by the general manager and a member of the BoD. Once approved, they are distributed to all relevant departments.

Regency Entertainment S.A. has developed the following policies:

- Code of Conduct
- Anti-corruption policy
- Conflict of interests policy
- Fraud policy
- Data privacy policy
- Anti-money laundering policy
- Information management and security policy
- Contracts and agreements policy
- Whistleblowing policy

By strictly following our policies and procedures we are proud to announce that in 2023 we recorded the following:

Zero
non-compliance incidents were reported.

Zero
violations of Code of Ethics were identified.

Zero
legal actions for anti-competitive behavior were taken.

Additionally, Hyatt Regency Thessaloniki follows and operates according to Hyatt's Code of Business Conduct and Ethics, which provides a comprehensive framework for ethical decision-making. This Code, along with our internal policies, ensures that we maintain the highest standards of integrity and responsibility in all our operations.

More details on Hyatt's policies can be found [here](#).



COMPLAINT RESOLUTION MECHANISMS

In addressing the remediation of negative impacts caused or contributed to by the organization, senior management collaborates with internal stakeholders to support the Regency Entertainment S.A.'s reputation and ensure accountability. This proactive approach involves identifying issues early and implementing corrective measures promptly.

Employees play a crucial role in this process and are encouraged to seek advice on implementing the organization's policies and practices for responsible business conduct. They can report concerns to their immediate supervisor, department head, or human resourcing (HR), ensuring that issues are addressed at the appropriate level. Additionally, employees have the option to raise concerns about the organization's business conduct to upper management, unions, or through the whistleblowing platform, which provides a confidential and secure method for reporting grievances.



INFORMATION SECURITY

Information security is a critical component of Regency Entertainment S.A.'s operations, ensuring the protection of sensitive data and maintaining the trust of our customers and stakeholders. We have appointed an external Data Protection Officer (DPO) to manage relevant issues and ensure compliance with data protection regulations. Regular GDPR training programs are provided to employees to keep them updated. Data access is restricted to authorized employees only, ensuring that customer names and other personal data are safeguarded to maintain privacy and compliance.

Our commitment to protecting customer information for 2023 is showcased through the following data:

Zero

customer data loses.

Zero

complaints from regulatory bodies related to data protection.

Zero

complaints received from outside parties related to data protection.

ECONOMIC IMPACT

At our organization, our commitment extends beyond financial success to creating significant value for all stakeholders influenced by our operations. Our financial performance⁷ from 2022 to 2023 has exhibited remarkable growth, underscoring our dedication to generating positive impacts on the local environment and the communities we serve. The figures presented concern Regency Entertainment S.A.

Our performance (€)	2022	2023
Direct economic value generated	73,7	90,4
Sales revenue	73,2	89,6
Income from financial investments	0,003	0,1
Proceeds from sale of assets	0,0	0,0
Operating expensed	28,9	32,5
Wages and benefits	16	17,3
Payments to providers of capital	4,2	6,9
Payments to government	24,9	29,7
Community investments	0,002	0,1
Economic value retained	0,0	0,0
Non-operating/other income	0,5	0,8
Company EBITDA	9,3	16,3
Profit/loss	-0,3	4,0

⁷ Financial data are presented in € million.

APPENDIX GRI TABLE

Statement of use	Hyatt Regency Thessaloniki has reported the information cited in this GRI content index for the period 1.1.2023 -31.12.2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

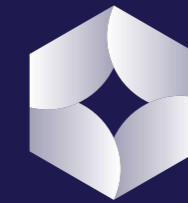
GRI Standard	Disclosure	Location		Requirement(s) omitted	Omissions	
		Section	Page		Reason	Explanation
GRI 2: General Disclosures 2021	2-7 Employees	Employer of choice	24			
	2-8 Workers who are not employees	Employer of choice	24			
	2-9 Governance structure and composition	Good governance practices	34			
	2-10 Nomination and selection of the highest governance body	Good governance practices	34			
	2-11 Chair of the highest governance body	Good governance practices	34			
	2-12 Role of the highest governance body in overseeing the management of impacts	Good governance practices	34			
	2-13 Delegation of responsibility for managing impacts	Good governance practices	34			
	2-14 Role of the highest governance body in sustainability reporting	Good governance practices	34			
	2-15 Conflicts of interest	Good governance practices	34			

GRI Standard	Disclosure	Location		Requirement(s) omitted	Omissions	
		Section	Page		Reason	Explanation
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	Good governance practices	34			
	2-17 Collective knowledge of the highest governance body	Good governance practices	34			
	2-18 Evaluation of the performance of the highest governance body	-	-	YES	Confidentiality restrictions	Regency Entertainment S.A. aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.
	2-19 Remuneration policies	-	-	YES	Confidentiality restrictions	Regency Entertainment S.A. aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.
	2-20 Process to determine remuneration	-	-	YES	Confidentiality restrictions	Regency Entertainment S.A. aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.
	2-21 Annual total compensation ratio	-	-	YES	Confidentiality restrictions	Regency Entertainment S.A. aims to maintain the confidentiality of sensitive information and data as a means of ensuring its compliance with applicable legislation, including aspects related to privacy and data protection.
	2-22 Statement on sustainable development strategy	Our 2030 ESG strategy	9			
	2-23 Policy commitments	Good governance practices	34			
	2-24 Embedding policy commitments	Good governance practices	34			
	2-25 Processes to remediate negative impacts	Good governance practices	34			
	2-26 Mechanisms for seeking advice and raising concerns	-	-	YES	Not available information	Regency Entertainment S.A. will evaluate the establishment of mechanisms for seeking advice and raising concerns in the future.
	2-27 Compliance with laws and regulations	Good governance practices	34			

GRI Standard	Disclosure	Location		Requirement(s) omitted	Omissions	
		Section	Page		Reason	Explanation
	2-28 Membership associations	-		YES	Not available information	Regency Entertainment S.A. will evaluate the establishment of mechanisms for seeking advice and raising concerns in the future.
	2-30 Collective bargaining agreements	Employer of choice	24			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Impact materiality	12			
	3-2 List of material topics	Impact materiality	12			
	3-3 Management of material topics	Impact materiality	12			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic impact	37			
GRI 204-1: Proportion of spending on local suppliers	Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally)	-	-	YES	Not available information	Hyatt Regency Thessaloniki is in the process of recording the specific KPIs.
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Good governance practices	34			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Good governance practices	34			

GRI Standard	Disclosure	Location		Requirement(s) omitted	Omissions	
		Section	Page		Reason	Explanation
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Fostering climate change resilience	17			
	302-3 Energy intensity	Fostering climate change resilience	17			
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Implementing circular economy practices	20			
	303-5 Water consumption	Implementing circular economy practices	20			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Fostering climate change resilience	17			
	305-2 Energy indirect (Scope 2) GHG emissions	Fostering climate change resilience	17			
	306-3 Waste generated	Implementing circular economy practices	20			
	306-4 Waste diverted from disposal	Implementing circular economy practices	20			
GRI 401: Employment	401-1 New employee hires and employee turnover	Employer of choice	24			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employer of choice	24			

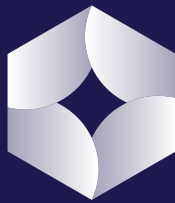
GRI Standard	Disclosure	Location		Requirement(s) omitted	Omissions	
		Section	Page		Reason	Explanation
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	Prioritizing employee wellbeing	27			
	403-5 Worker training on occupational health and safety	Prioritizing employee wellbeing	27			
	403-6 Promotion of worker health	Prioritizing employee wellbeing	27			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Prioritizing employee wellbeing	27			
	403-9 Work-related injuries	Prioritizing employee wellbeing	27			
GRI 404: Training and Educational 2016	404-1 Average hours of training per year per employee	Enhancing training and development opportunities	29			
	404-3 Percentage of employees receiving regular performance and career development reviews	-	-	YES	Not available information	Hyatt Regency Thessaloniki is in the process of recording the specific KPIs.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Respecting diversity, equity & inclusion	25			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Respecting diversity, equity & inclusion	25			
GRI 418: Customer privacy	GRI 418-1 Number of customer data losses	Good governance practices	34			



**HYATT
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2023

ESG REPORT



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