



Report

Corporate Social
Responsibility
2018



S O F I T E L

p u l l m a n



N O V O T E L

Mercure

adagio

ibis

ibis
STYLES

ibis
budget

Table of content

Letter of the President

102-14

Ladies and Gentlemen,

This report is the third description of the non-financial, key social and environmental, aspects of the Orbis Group's operations in the history of the Group. Based on the internationally recognized Global Reporting Initiative (GRI) reporting standards, this document offers insight into social and environmental responsibility issues accompanying the company's business. It covers the year 2018 as a continuation of our 2017 and 2016 reports, which were the first such documents in the hospitality industry in Poland and in this part of Europe.

ETHICS & CORPORATE SOCIAL RESPONSIBILITY INTEGRATED AT EVERY LEVEL OF OUR BUSINESS

Sustainable development and compliance with ethical principles determine Orbis and AccorHotels brands reputation, credibility and development. We clearly see that the non-financial perspective is gaining more and more importance. Orbis' stakeholders - from employees through shareholders, and ending with contractors, analysts and clients, expect transparency that we want to provide. Together with our strategic partner and shareholder - the Accor Group, we share these values and business standards. That is why, we took one step further this year and have deployed a compliance & whistleblowing platform for our employees.

PLANET 21, ACTING FOR POSITIVE HOSPITALITY

The Planet 21 sustainable program is a tool especially tailored for hoteliers, easy to implement in any hotel or resort operating under AccorHotels brand and focused around 6 substantial areas of a hotel daily life: guests, partners, local communities, carbon neutral buildings, healthy & sustainable food and around people (i.e. employees). In 2018, 90% of the Orbis Group hotels (owned, managed, franchised - all business models mixed) have reported their actions & commitments in scope of the Planet 21 program.

A NEW CULTURAL APPROACH THAT BEARS FRUITS

Being a large transnational employer, we are committed to setting the standards of good employment and caring for diversity management. While the labour market in this part of Europe stays very challenging and competitive, the deployment of the *Heartist*™ project and the ongoing cultural change in all the 133 AccorHotels across Eastern Europe have brought, for a second year in a row, further positive effects. In the Orbis 2018 Employee Engagement Survey, we reported an increase in the participation rate reaching 91% and a 4 percentage point increase of the

engagement index (up to 72%). Employees satisfaction remains one of our top priorities in making out of our hotels, places of positive emotions.

POSITIVE HOSPITALITY: TALENTS, GUESTS, BUSINESS PARTNERS, NGOS AND SUPPLY-CHAIN - EVERYONE IS ON-BOARD WITH US IN SOCIAL & ENVIRONMENTAL RESPONSIBILITY

As a buyer of a significant number of goods and services, we strive not only to develop cooperation but also to educate our suppliers regarding ethics and CSR. In 2018, 30% of Orbis recommended suppliers have undergone a social & environmental audit. We endeavour to turn our relationship with our guests into an opportunity to engage them in actions for the benefit of sustainable development. We minimise our environmental footprint, for example by reducing energy, water consumption and emissions in our hotels and preventing food waste. We test new technologies, new installations and actively look for new, more low-carbon, solutions. In accordance with the AccorHotels Healthy and Sustainable Food Charter, we ensure that our meals are prepared based on local, sustainable and nutritious products. For us, responsible hospitality also means preventing and fighting such issues as sexual abuse of children in tourism. We are committed

in protecting children through cooperation with the Empowering Children Foundation (*Fundacja Dajemy Dzieciom Siłę*) and we are the only signatory in Poland, Lithuania, Romania, Bulgaria, Hungary and in the Czech Republic of the Code of Conduct, which aims at protecting children and young people against abuse.

I would like to invite you to read the report and would be grateful for your opinions and comments, which would be highly beneficial for our customers, partners, employees, local communities and the natural environment.



**Yours
sincerely,**

**Gilles
Clavie**

President
and CEO

01

About Orbis Group

We are the market leader in the hospitality sector in Eastern and Central Europe. Our hotel network is made up of 133 hotels in 12 countries of the region. Our portfolio includes a range of brands, from economy to luxury.



Ibis Styles - Hungary

Orbis Hotel Group

2018

133 hotels in 12 countries in Eastern and Central Europe:

73

owned and
leased

18

managed
by Orbis

42

managed by partners based
on franchise agreement

21,675

rooms

brands

from economy
to luxury

PLN 4,156,146,122

Market
capitalization

1,440,028

Net sales
(PLN \ '000)

363,358

Net financial
result (profit)
(PLN \ '000)

1/3

of sales revenue
generated
outside Poland

Number of facilities in each country

NUMBER OF HOTELS
IN ORBIS CHAIN IN 2018

SOFITEL

4

PULLMAN

2



3

NOVOTEL

23

Mercure

34

ibis

35

ibis
STYLES

23

ibis
budget

9

4 Latvia

6 Lithuania

73 Poland

7 The Czech Republic

2 Slovakia

19 Hungary

11 Romania

2 Slovenia

**3 Bosnia
and Herzegovina**

1 Serbia

2 Bulgaria

**3 North
Macedonia**

Business model

102-2
102-4
102-6
102-7

Our hotels, both owned and leased, as well as those managed by us, and those cooperating with us under franchise agreement are located in 12 countries - Slovenia was added to the list in 2018. The company headquarters is based in Poland. We are aiming at further business development in the whole region.

Since 2000 our strategic partner has been AccorHotels, a global leader in the travel industry offering accommodation in more than 4,600 hotels, resorts and private

residences in more than 100 countries. Thanks to cooperation we offer our services under world renowned brands, we have access to effective distribution channels, such as accorhotels.com booking platform, and the possibility to offer our guests benefits resulting from the participation in Le Club AccorHotels, an international loyalty program. What is equally important, we are the sole licensor of AccorHotels brands in our part of Europe.

THE BUSINESS MODEL OF ORBIS HOTEL GROUP IS BASED ON TWO PILLARS:



OWN HOTELS IN KEY METROPOLISES IN POLAND AND IN THE CAPITALS OF COUNTRIES WHERE WE RUN BUSINESS

(Warsaw, Cracow, Wrocław, Tricity, Katowice, Poznań, Szczecin, Prague, Budapest, Bucharest, Belgrade, Sofia, Vilnius, Skopje)



IN OTHER AREAS THE FACILITIES ARE MANAGED BY US WITHOUT THE TITLE TO THE PROPERTY, AS WELL AS MANAGED BY OUR PARTNERS UNDER FRANCHISE

ORBIS GROUP HOTELS OPENED IN 2018

NUM-BER OF ROOMS	COUN-TRY	FACILITY	NUM-BER OF ROOMS	COUN-TRY	FACILITY
220		IBIS STYLES WARSAW CITY	145		IBIS STYLES BUDAPEST CITYWEST
179		IBIS STYLES WARSAW CENTRUM own facility	80		IBIS STYLES BUCHAREST ERBAS
193		IBIS STYLES WARSAW WEST	101		MERCURE TETOVO
190		IBIS POZNAŃ CENTRUM own facility	181		IBIS STYLES SARAJEVO
164		IBIS VILNIUS CENTER own facility	71		IBIS STYLES MARIBOR CITY CENTER
114		IBIS STYLES BUDAPEST AIRPORT	76		MERCURE MARIBOR CITY CENTER



OUR DIVERSE BRAND PORTFOLIO AND OUR LONGTERM COLLABORATION BASED ON PARTNERSHIP ARE IMPORTANT ASPECTS OF OUR BUSINESS MODEL

Group structure

102-5 THE ORBIS CAPITAL GROUP STRUCTURE AS OF 31 DECEMBER 2018 WAS AS FOLLOWS:

ORBIS S.A.


Parent company
Public company listed on the
Warsaw Stock Exchange

SUBSIDIARIES


ORBIS KONTRAKTY SP. Z O.O. 100%

Goods and services purchasing for the Group 

UAB HEKON 100%

Hotel services 

ORBIS CORPORATE SP. Z O.O. 100%

Does not conduct economic activity as of today 

ACCOR PANNONIA HOTELS ZRT. 99,92%

Hotel services 

ACCOR HOTELS ROMANIA S.R.L. 100%

Hotel services 

KATERINSKA HOTEL S.R.O. 100%

Hotel services 

ACCOR PANNONIA SLOVAKIA S.R.O.

99,92%

Hotel services 

5 HOTEL KFT.

99,92%

Hotel property owner 

102-10 Until the end of May 2018, 5 Star Hotel Kft, who was the owner of Sofitel Budapest Chain Bridge, had been running businesses in Hungary. 31 May 2018 Accor Pannonia Hotels Zrt. (seller) and two controlled Starwood Capital Group subsidiaries (buyer) completed the transaction of shares sales representing 100% of share capital of 5 Star Hotel Kft.

In 2018 H-Development CZ and Business Estate Entity a.s. merged with Katerinska Hotel s.r.o., parent company which subrogated in the rights and obligations of both companies.

Orbis S.A. shareholders

BUSINESS ENTITY	NUMBER OF SHARES (PCS) AS OF 31 DECEMBER 2018	THE PERCENTAGE OF TOTAL NUMBER OF SHARES AND VOTES AT THE GENERAL MEETING OF SHAREHOLDERS
Accor S.A.	24,276,415	52.69
Nationale-Nederlanden Otwarty Fundusz Emerytalny and Nationale-Nederlanden Dobrowolny Fundusz Emerytalny managed by Nationale-Nederlanden Powszechne Towarzystwo Emerytalne S.A	4,710,265	10.22
Aviva Otwarty Fundusz Emerytalny Aviva Santander	4,577,880	9.94
MetLife Otwarty Fundusz Emerytalny and MetLife Dobrowolny Fundusz Emerytalny managed by MetLife Powszechne Towarzystwo Emerytalne S.A	2,357,156	5.12
Free float shares	10,155,292	22.03

Subject to the Orbis S.A. statute each share gives the right to one vote at the General Meeting of Shareholders.

As of the day of the publication of the report, after settling the purchase transaction of Orbis S.A. shares („Company”) covered by subscriptions for shares sell order made by the shareholders of the Company, at tender during tender offers of the Company, pronounced on 26 November 2018 by Accor S.A. pursuant to art. 74 section 1 and art. 91 section 6 of the Public Offer of Financial Instruments Act of 29 July 2005, the shareholdings were as follows:

SHAREHOLDER (SPECIFICATION)	NUMBER OF SHARES (PCS) AS OF 01.02.2019 (CORRESPONDS TO THE NUMBER OF VOTES AT THE GENERAL MEETING OF SHAREHOLDERS)	PARTICIPATION IN SHARE CAPITAL IN % AS OF 01.02.2019 (CORRESPONDS TO % PARTICIPATION IN THE TOTAL NUMBER OF VOTES AT THE GENERAL MEETING OF SHAREHOLDERS)
Accor S.A.	39,550,531	85.84%
[including Accor S.A. subsidiary – ACCOR POLSKA Sp. z o.o.]	2,303,849	4.99%
Nationale-Nederlanden Otwarty Fundusz Emerytalny and Nationale-Nederlanden Dobrowolny Fundusz Emerytalny managed by Nationale-Nederlanden Powszechne Towarzystwo Emerytalne S.A	4,710,265	10.22%
Free float shares	1,816,212	3.94%

Orbis S.A. Authorities

As of 31 December the composition of the statute authorities of the company was as follows:

THE MANAGEMENT BOARD

Gilles Clavie

President
and CEO



Ireneusz Węglowski

Vice-President
of the Management



Marcin Szewczykowski

Member of the
Management Board,
CFO



Dominik Sołtysik

Member of the
Management Board



THE SUPERVISORY BOARD

Franck Gervais

Chairman*

PIERRE BOISSELIER**

ARTUR GABOR

- INDEPENDENT MEMBER

CHRISTIAN KARAOGLANIAN

JACEK KSEŃ

- INDEPENDENT MEMBER

JEAN-JACQUES MORIN

LAURENT PICHERAL

ANDRZEJ PROCAJŁO

ANDRZEJ PRZYTUŁA

JAROSŁAW SZYMAŃSKI

* Appointed Member of the Supervisory Board effective as of 4 April 2018, presiding as of 12 June 2018.

** Appointed Member of the Supervisory Board effective as of 7 April 2018.

In 2018 the Supervisory Board included Jan Ozinga (resigned from the position of Chairman and Member of the Supervisory Board effective as of 6 April) and Jean-Jacques Dessors (resigned from the position of Member of the Supervisory Board effective as of 2 March 2018).



Participation in external initiatives

102-12
102-13

We belong to many organisations, among others:



CHAMBER OF COMMERCE OF THE
POLISH HOTEL INDUSTRY (IGHP)



BUSINESS CENTRE CLUB



ASSOCIATION OF STOCK
EXCHANGE ISSUERS (SEG)



WARSAW TOURIST
ORGANIZATION (WOT)

What is more, we are a signatory of important agreements:



the Orbis Group Diversity
Charter coordinated in Poland
by The Responsible Business
Forum



the Global Code of Ethics for
Tourism (GCET) approved by
United Nations World Tourism
Organisation



Procedure Code of End Child
Prostitution, Child Pornography &
Trafficking of Children for Sexual
Purposes (ECPAT) network

In 2018 we continued supporting selfregulatory organi-
sation of the hospitality sector in Poland, Chamber of
Commerce of the Polish Hotel Industry in contacting

public administration on local, regional and national level
and in the European Union.

Awards and honourable mentions

Best Polish Employer, Aon Best Employer
2018, awarded based on the employee
opinion survey

Respected Company awarded by Business
Centre Club for running the business
in a responsible way and for effectively
communicating actions in this field

Statuette of Responsible and Socially
Sensitive Business awarded by Pomeranian
Employers association

Workplace Friendly for People with
Disabilities for Orbis Group and
AccorHotels hotels in Hungary - for the
third consecutive time

Mercure Cracow Stare Miasto awarded
Eco-Janosik 2018 by the National Ecology
Council and Chief Inspectorate Of
Environmental Protection for being the first
hotel in Poland built in accordance with
BREEAM certification

European Property Award 2018 for hotel
design for ibis Styles Budapeszt Airport
hotel and for Novotel Poznań Centrum
hotel for the best hotel interior

Golden Stevie Award for the best
communication/PR campaign in the travel
and tourism sector and Silver Stevie Award
for the best communication/PR campaign
in social media for „ibis. music lives here”

14th place in Most Effective CEO 2018
ranking of Harvard Business Review Polska
editorial, Dom Maklerski TMS Brokers and
Association of Individual Investors (SII)

Our offer

I02-2

Our offer is tailored to suit various needs and budgets of our guests. Currently our offer includes:

LUXURY HOTELS PROVIDING CUSTOMIZED SERVICES

S O F I T E L

p u l l m a n

M
GALLERY

MIDSCALE HOTELS AND RESTAURANTS

NOVOTEL

Mercure

|||||
WINESTONE®

ECONOMY CLASS HOTELS

ibis

ibis
STYLES

ibis
budget

Thanks to a license agreement with Adagio SAS, European leader in hotel apartments rental (for 24 h), we can now offer accommodation in aparthotels of Adagio, Adagio Access and Adagio premium brands. In 2018 we signed our first agreement concerning a facility under the Adagio brand.

Our brands

HIGHSCALE CLASS

S O F I T E L

Elegant hotels with a French flair offering services tailored to individual needs of our guests.

More information available at www.sofitel.com

p u l l m a n

Upscale hotels offering unique interiors, located in large metropolitan areas and most attractive tourist destinations. Pullman hotels provide their guests with a wide range of customized services, innovative technologies and a fresh approach to event organisation.

More information available at www.pullmanhotels.com

M
GALLERY

Luxurious facilities that enchant their guests with inimitable ambience and architecture. Each of the hotels is inspired by contemporary or classical history.

More information available at www.mgallery.com

MIDSCALE CLASS

NOVOTEL

Midscale hotels located in big cities, business districts and tourist destinations. Thanks to their comprehensive offer and high standard of service, both business travellers and tourists, including families with children, will enjoy their stay.

More information available at www.novotel.com



MGallery - Bosnia and Herzegovina

Mercure

Midscale brand combining advantages of an international chain, thereby ensuring top quality service, with casual atmosphere, typical for non-chain hotels. Mercure facilities can be found in city centres, as well as in seaside and mountain resorts.

 More information available at www.mercure.com



The menu of Winestone restaurants is based on an elaborate wine selection and courses served on stone plates. Winestone restaurants can be found in selected hotels of the Orbis Group or in franchise business partners' facilities.

ECONOMY CLASS

ibis

European leader in the sector of economy class hotels offers its guests comfortable accommodation and high standard service at most competitive rates on the market.

 More information available at www.ibishotel.com

ibis STYLES

These economy class hotels welcome guests with different interior styles and cheerful ambience. Most of ibis Styles hotels operate under franchise licence.

 More information available at www.ibisstyles.com

ibis budget

Worldwide known synonym of economy class hotels. This brand puts great emphasis on simplicity, modern flair and, above all, wellbeing of its guests.

 More information available at www.ibisbudget.com



MGallery - Bosnia and Herzegovina

adagio

"Home away from home" – a perfect solution for medium and longer stays. This offer is addressed to those, who search for privacy and independence that only an apartment can provide, but with additional services for greater convenience.

 More information available at www.adagio-city.com

ONLINE RESERVATION

Nearly 50% of all bookings in our hotels are made online. With that in mind, we focus our efforts on providing highest possible efficiency of this booking method and strive to build our reputation through our presence and

activity in social media. Thanks to our cooperation with AccorHotels, our offer is available to over 100 million registered users of accorhotels.com platform.

LE CLUB ACCORHOTELS:

We are also committed to maintaining durable relations with our customers. Members of our loyalty program Le Club AccorHotels can manage their preferences, check booking availability, benefit from customised offers at discount rates

and select prizes, all online. In the programme our guests can also collect points for their stays in Accor brand hotels, and also by using services of other partners of the Group, e.g. over 20 airlines.



OVER 1,3 MLN MEMBERS IN
POLAND AND CENTRAL-EASTERN
EUROPE



OVER 50 MLN MEMBERS
WORLDWIDE

BIG FAMILY CARD



KARTA DUŻEJ RODZINY

Orbis is the first hotel group in Poland to have joined a government program of discounts for big families with three children and more, regardless of the family's income. While booking their stay online through www.accorhotels.com, holders of the Big Family Card are entitled to 20% discount on stays in Sofitel, Mercure, Novotel, ibis and ibis Styles hotels in Poland. Additionally, children under 16 years old will receive free breakfast.

Orbis Group Strategy

102-10

Dynamic growth of the Orbis Group generates an increasing value for our shareholders and takes source in execution its strategy. The strategy is founded on four

pillars, out of which one – the Partners – has been added during a strategy review in 2018

Areas of value creation in the Group



PEOPLE

We focus our efforts on identifying and responding to the needs of our guests. We continually increase employees involvement into building our mutual success by supporting their talents and strengths. We are a CSR trendsetter in the hospitality industry.



PORTFOLIO

We allocate capital to the most promising markets and brands and strive for dynamic growth of the chain.



PARTNERS

We focus on the experience of our business partners. The solutions used in our hotels are tailored to the needs of the market. Orbis Group is also committed to expanding its offer. We provide advisory services and share our know-how, based on our long-standing experience in hotel investments.



RESULTS

Orbis Group concentrates on the growth of operating results. We make sure we manage our costs efficiently and implement innovative solutions to increase the effectiveness of our operations and satisfaction of our guests.

Expansion directions

OPTIMIZING THE EMPLOYED CAPITAL

Until the year 2035 we have the right to conduct and expand our hospitality activity under the brands owned by AccorHotels in 16 countries of the region, while until 2025 this right is exclusive to Orbis Group, with the possibility of extending the term. This right afford our Group significant expansion potential, also to the markets that are not yet penetrated by AccorHotels brand (Croatia, Estonia, Montenegro and Moldova).

According to the adopted strategy, Orbis Group network expands on two fundamental levels of our activity:

- building new or taking over existing facilities in business centres throughout Poland and in capital cities of Central and Eastern Europe,
- entering into new franchise and management agreements.

Our growth in the latter segment requires less capital. This, in turn, allows for faster growth in the number of facilities and greater brand visibility, helps us focus on our key competencies, that is service provision, and also increases our flexibility and resilience to market cycles changes.

We consistently optimise our assets composition by selling those of lesser importance while taking over the facilities into management, and also by allocating the gained capital to setting up new and highly profitable hotels in the most attractive locations.

Adagio



In 2018 r. Orbis Group:

sold

MERCURE CIESZYN

IBIS STYLES
BIELSKO-BIAŁA

IBIS ZABRZE

NOVOTEL SZEGED AND
SOFITEL BUDAPEST CHAIN
BRIDGE (HUNGARY)

IBIS PILSEN (THE CZECH
REPUBLIC)

acquired

CENTURY OLD TOWN PRAGUE
MGALLERY BY SOFITEL (THE CZECH
REPUBLIC)

MERCURE BUCHAREST
UNIRII (ROMANIA)

IBIS VILNIUS

PARCEL IN THE CENTRE OF CRACOW
FOR THE CONSTRUCTION OF A NEW
HOTEL

We are striving for operational excellence

We are continuously striving to improve the areas of our activity. We modernize our hotels, and also deploy latest solutions in areas such as:

- service personalization (ACDC program that helps us identify the needs of our guests, and thus better adjust our hotel and restaurant services to those needs)
- deployment of mobile technologies to facilitate teams cooperation (Fols Mobile)
- ongoing communication with our guests (Local Measures – digital tool measuring the activity of our guests in social media and encouraging them to publish their reviews of the hotel, introducing communication via WhatsApp)
- managing revenues and prices
- managing innovations (partnership with The Heart in Warsaw; Startup Flow platform that allows us to follow the latest industry trends, ensure efficient communication and decision making; organising hackatons, e.g. in Budapest)
- managing the staff (testing chatbot tools and recruitment solutions in social media)
- loyalty programs (Le Club AccorHotels)
- culinary offer and restaurants’ interiors (Winestone)
- deploying technologies and installations that decrease the CO₂ emissions, recover rainwater and many more

We aspire to the role of a CSR leader in the region

As a leader in the hospitality industry in Eastern Europe, we aspire to be a trendsetter in areas such as sustainable development and ethics in the hospitality market of the region. Orbis Group commitment to the CSR covers the following areas:

- children and youth protection against sexual abuse in tourism
- reducing energy, water and plastic consumption
- pro-environmental investments
- promoting and offering healthy food products sourced from sustainable local farms
- long-term support for people at risk of social exclusion

In the future we are planning to move our seat from the centre of Warsaw to a new location, which will help us transform our current office building into a new hotel.

102-10

Duet to Accor S.A. tender for Orbis S.A. shares in November 2018, Group’s strategic partner has strengthened its position as a shareholder of the company, which can then be reflected in its long-perspective strategy. In its call, Accor S.A.

has announced implementing ‘asset-light’ model in Central and Eastern Europe as its priority for the future. This model consists in running hotel activity in facilities owned by external investors.

Perspective for further growth

Stable growth of economies and societies in Central and Eastern Europe combined with relatively low prices and secure environment in the region attract tourists and triggers continuous growth in the hospitality industry. This phenomenon is reflected in indicators such as revenue per available room (RevPar).

One of the greatest challenges that Orbis Group and the entire industry face are growing expectations of our guests towards the quality of the services and products we offer, as well as efficient recruitment and retention of reliable employees against skilled workforce shortage, low unemployment rates and growing salaries.

102-16

Corporate culture

Together with our employees we shape our corporate culture based on six core values. Regardless of the place or people, these values help us better understand our objectives and pursue our hospitality philosophy with greater awareness.

Since 2016 in Orbis Group and other AccorHotels facilities subsequent stages of cultural transformation are implemented. This transformation is based on values such as authenticity, openness, trust and respect. One of the key signs of the implemented changes is attentive listening to our employees voice.

SELECTED ACTIVITIES UNDERTAKEN WITHIN THE FRAMEWORK OF THE TRANSFORMATION:



A program of workshops for the management devoted to new leadership philosophy



Cancelling two levels of management (faster information flow and decision making, greater orientation of the management in hotels functioning)

The introduced changes have brought measurable results such as greater employee involvement and higher satisfaction level of our guests.



Reorganising office space to facilitate cooperation and communication

Orbis core values

PASSION FOR HOSPITALITY

Our guests are the driving force behind our actions. We always put them first, care for them and make sure to meet their expectations. We like doing it.

THE SPIRIT OF CONQUEST

Our guests are globetrotters and so are we. We want to be right where our guests want to be. We are explorers and initiators, this is how we grow. We make the impossible possible, and we do it with joy.

TRUST

We believe in natural human kindness. We support and embrace every human being and appreciate his or her merits. We fulfil our commitments. We speak of what we do. We do what we have announced we would do.

SUSTAINABLE GROWTH AND EFFICIENCY

We strive to create value added, for as many beneficiaries as possible, in a long-term perspective.

INNOVATION

Though it is said to be undoable, yet together we make it. We fulfil the dreams of our guests. We nurture curiosity about the world around us and we are open to new ideas. We endeavour new challenges and learn.

RESPECT

We are a part of the global society. We welcome cultural diversity and are proud of the differences between us. Everyone is most important for us, we value every single person. We care about our planet.

CSR Policy

An Ethics and CSR Committee operates in the Orbis Group's Supervisory Board, as well as Sustainable Development Operational Committee composed of regional directors and managing directors from the Czech Republic, Hungary and Romania.

Comprehensive approach to responsibility management on all organisation levels of the Group is possible thanks to the continuous needs, expectations and concerns analysis of our stakeholders. We have also systematised our activities in the form of Planet 21 program, Ethics and CSR Charter, Diversity Charter and Sponsorship Policy.

THE OBJECTIVE OF THE "HOTEL WITH A HEART" PROGRAM IS TO EQUIP EACH HOTEL WITH AN AED DEFIBRILLATOR. AN AUTOMATIZED AED DEFIBRILLATOR CAN SAVE LIVES OF OUR GUESTS AND EMPLOYEES, BUT ALSO ALL PEOPLE IN NEED OF MEDICAL HELP IN THE VICINITY OF A GROUP'S HOTEL. THE EQUIPMENT IS EXPOSED IN CENTRAL POINTS OF THE HOTELS WHERE THEY CAN BE EASILY ACCESSED BY ANYBODY, TO SHORTEN THE TIME OF REACTION OF THE WITNESSES OF AN EMERGENCY. WE HAVE ALSO NOTIFIED THE LOCAL AUTHORITY REPRESENTATIVES ABOUT THE LOCATIONS OF THE DEFIBRILLATORS TO SUPPORT THE OPERATION OF THE EMERGENCY MEDICAL SERVICES.

102-16

The Ethics and CSR Charter

The Ethics & Corporate Social Responsibility Charter is a code of principles meant as a guide for all the employees of the Group in their daily work and in their contacts with stakeholders. The Charter is our tool to effectively counteract any abuses and continuously improve our performance.

The Charter is our commitment to **eradicate all forms of forced labour** and **illegal employment**. We monitor our suppliers and service providers for compliance with applicable regulations and good practices and we reserve the right to terminate all business relationships with immediate effect should we find any signs of non-compliance. We are equally rigorous in our approach to **child labour**. We strictly adhere to the legal age limits laid down in countries where we operate and refuse to cooperate with suppliers or service providers who violate the law in this respect.

We apply due diligence in order to ensure that rooms in our hotels are used for their intended purpose. We also lay particular emphasis on the **protection of children and teenagers against sexual abuse** in tourism.

We strictly observe the rules of **fair competition** and we have taken all the possible steps to **counteract corruption**, in particular via developing purchasing and sales procedures, as well as through developing the gift policy.

We are actively involved in an international fight against the practices of money laundering and we are aware of the need to remain **vigilant about financial flows** that may be of criminal origin or purpose.

In our Ethics & Corporate Social Responsibility Charter we have also regulated aspects of **protecting goods and data**, which include counteracting insider trading,

misappropriation of company assets, conflicts of interest and, last but not least, fraud and infringement of intellectual property. In order to avoid circumstances in which employees would abuse their professional position to, directly or indirectly, gain personal benefit or confer any benefits upon a third party to the detriment of the Group's interests, we require all staff members to disclose any such relevant information. Moreover, we put great emphasis on the importance of personal data protection and IT systems security.

The Ethics and CSR Charter also addresses the **safety of our guests and employees**. We minimize any hazards by implementing modern engineering fire prevention methods as well as setting standards of food hygiene control. Orbis Group constantly analyses the safety level in the countries and cities where AccorHotels operates or plans to launch its operations. The Group develops safety

recommendations relating to the construction, equipment, technologies and procedures. We have also committed to make security tools available (procedures regulating the extent of crisis situations management, contacts to decision makers and a comprehensive description of our crisis management policy are made available to all hotels in Orbis Group and AccorHotels intranet). We have developed and implemented a security incident reporting system, an element of which is a platform where employees can publish information about incidents of non-compliance with the Ethics and CSR Charter; the system embraces all levels of the organisation (from hotels, through national management to the central level). In addition, our Group organises periodic audits of hotel security measures as well as trainings and advisory services for employees.

Program „Planet 21”

Planet 21 is a program that helps us responsibly shape our relationships with other people and the environment. It is also a tool that enhances the competitiveness of Orbis Group in the hospitality industry. The second edition of this initiative is currently being executed in all AccorHotels.

STRATEGIC AREAS:



LOW EMISSION BUILDINGS

ensuring that all newly constructed or renovated buildings of the Orbis Group are low CO₂ buildings, both in construction, use and renovation.



HEALTHY AND SUSTAINABLE MEALS

promoting and offering healthy and sustainable meals, reducing food waste in our restaurants by 30% and setting up as many vegetable gardens at the Groups' hotels as possible.



90% OF OUR HOTELS DISPLAYS THE MAIN IDEAS OF THE PLANET 21 PROGRAM IN THEIR SPACE

A list of all 16 obligatory actions for sustainable development and a comprehensive list of all commitments within 6 areas can be found on the website

 www.press.accorhotels.group/planet21-presskit/commitments-to-2020/

The document presents a vision of a hotel functioning according to the rules of sustainable development and, within this context, sets tasks and concrete objective for the Group within the 6 areas for the years 2016-2020. These objectives and tasks are consistent with global efforts undertaken to reach the UN Sustainable Development Goals.

OTHER AREAS



GUESTS

showing our guests their real impact on the surrounding world and involving them into our activities for the sustainable growth. Orbis Group has undertaken to, among others, implement a package of 16 activities in the areas of recycling, reducing water and energy consumption, using environmentally friendly cosmetic products and detergents as well as environmental education of the employees.



BUSINESS PARTNERS

close cooperation with our business partners aimed at generating innovation and pursuing sustainable development. One of the key commitments in this area is to cover 100% of our recommended suppliers and franchising partners with the program of risk management in ethics and social responsibility, and also to provide support in this context.



EMPLOYEES

striving to be the best version of an employer imaginable to our employees. Our objectives in this matters are: an increase in the employees involvement indicators and number of women in management positions.



LOCAL COMMUNITIES

active participation in local communities' lives by supporting a variety of their initiatives. Our commitment in this field is concerned with, among others, employment of individuals at risk of social exclusion, protection of children and young people against sexual abuse in tourism and including all hotels, together with franchised hotels, into the Plant for Planet program.

HEALTHY AND SUSTAINABLE FOOD CHARTER

Quality, nutritional value and social and environmental sustainability of meals offered to our guests, regardless of the price category of the restaurant and the hotel, are the key objectives of the Healthy and Sustainable Food Charter developed under the Planet 21 CSR program. Pursuing the commitments set out in the Charter is obligatory for all Orbis chain hotels, including hotels under management or franchise agreements..

We have committed to ensure that by 2020 we will offer only high quality meals and drinks that do not contribute to the development of civilisation diseases. To reach this objective we have under taken actions such as: reducing the amount of the so called hidden sugar (glucose-fructose syrup, maltodextrin and others) in bread and cakes that we serve and we prefer natural, not sweetened fruit juices. We also take great care to use fruit and vegetables that are free from pesticides and meat that was produced without use of hormones. Furthermore, the document is our commitment to take care of well-being of farm animals, therefore we are pursuing the objective to reject the use of cage eggs.

The Charter refers as well to the global problem of food waste: it is estimated that over 30% of globally produced food is wasted. Therefore, we have undertaken to reduce the volume of food waste produced in Orbis Group restaurants by exactly 30% by the year 2020.

Dialogue with our stakeholders

Orbis Group is engaged in dialogue with the following important stakeholders:

CLIENTS

EMPLOYEES

INVESTORS

BUSINESS PARTNERS

ORGANISATIONS FORM THE
HOSPITALITY INDUSTRY

MEDIA

LOCAL COMMUNITIES

The principles for dialogue between Orbis Group and its environment have been laid down in the Ethics and Corporate Social Responsibility Charter. The frequency and form of dialogue with specific groups of stakeholders depend directly on the characteristics of the group.

The dialogue with employees involves annual assessment interviews, providing clear information regarding employee rights, obligations and privileges, taking into account the impact of any reorganisation and restructuring on staff as well as an annual opinion poll and satisfaction survey. Furthermore, we hold regular dialogue meetings with trade union representatives, and information and consultation meetings with the Employee Council of Orbis S.A. In addition to these actions, we have an open internal communication system based on, among others, the Orbis Group's intranet and an information e-magazine named 'Orbis Corporate Newsletter' which is sent every 3-4 weeks to all employees.

Our guests take part in an online survey in which they can rate their satisfaction with our services. We also try to monitor the opinions of our customers on a daily basis, regardless

of the length and location of their stay. Thanks to this feedback we can improve our business and respond to ever-changing expectations. For instance, we carry out the ibis brand 'satisfaction guarantee' program: if the hotel is responsible for a defect and fails to remove it within a quarter of an hour, the guest receives free accommodation or breakfast.

We communicate with investors:

- during direct meetings held by the Management Board (conferences summarising results, chats with individual investors)
- during conferences and teleconferences accompanying the publication of interim results
- during events organised by financial institutions and attended by our representatives
- through ongoing contact between the Investor Relations Department and market participants.

Our work with the Association of Individual Investors (SII), the Association of Stock Exchange Issuers (SEG) and Fitch Ratings also supports open communication with investors.

Conferences summarising results are broadcast live on Orbis TV on our website, where you can also find archives of films, documentaries and interviews concerning our business activity. Our website for investors meets the criteria set for issuers by the Warsaw Stock Exchange and enables searching through archives of current and periodic reports sent by Orbis S.A. via the ESPI system as well as viewing share price changes.

We also hold dialogue of a completely different nature with local communities and non-governmental organisations. We usually work together to solve specific problems.

All financial data and information published by Orbis are available at

 www.orbis.pl



MGallery by Sofitel - Bosnia and Herzegovina

The compliance program

102-16

The expectations of our stakeholders concerning such issues as labour rights, human rights and data privacy are growing and so are our social responsibility ambitions. Moreover, new national and international regulations and standards are being introduced. Therefore, in 2017 the Management Board of Orbis S.A. appointed the

Compliance Officer of the Orbis Group. The Officer was charged in 2018 with preparing a comprehensive compliance program, which had to be consistent with the AccorHotels worldwide compliance policy, and with implementing and monitoring this program.

**PRESIDENT,
CEO**

**VICE-PRESIDENT FOR
CORPORATE AFFAIRS, PR,
IR & CSR**

**MEMBER OF THE MANAGEMENT
BOARD, CFO**

**MEMBER OF THE MANAGEMENT
BOARD FOR ASSET MANAGEMENT**

**HEAD OFFICE AND REGIONS'
MANAGEMENT AND OPERATIONS**

**COMPLIANCE
OFFICER & LEGAL
DIRECTOR**

IN THE FIRST AND SECOND QUARTER OF 2018, THE COMPLIANCE OFFICER OF THE ORBIS GROUP, TOGETHER WITH THE LEGAL DEPARTMENT OF THE COMPANY, RAN A TWO-PART WORKSHOP IN OUR HOTELS. THE FIRST PART OF THE WORKSHOP CONCERNED ANTI-CORRUPTION POLICIES AND PROCEDURES, AND THE SECOND FOCUSED ON DATA PROTECTION (IN THE CONTEXT OF GDPR). WE TRAINED A TOTAL OF 800 EMPLOYEES OF ALL OUR HOTELS AND GROUP MANAGEMENT MEMBERS, WHICH REPRESENTS APPROXIMATELY 19% OF ALL OUR STAFF.

As part of preparation of the compliance program, the following activities were carried out:

- mapping risk types in the Group
- teaching anticorruption prevention through workshops for selected groups of employees
- developing the Gift Policy of the Orbis Group which applies to all employees, our suppliers and business partners
- preparing internal codes of conduct and rules for matters covered by the Market Abuse Regulation (MAR)
- adding annexes to all agreements with recommended suppliers and including Binding Corporate Rules in franchise and management agreements
- appointing the Data Protection Officer who reports directly to the Management Board of Orbis S.A., and carrying out a number of activities aimed at meeting the requirements of the EU General Data Protection Regulation (GDPR) which came into force in May 2018.

We finished working on the comprehensive compliance program in the third quarter of 2018 and since then it has applied to all companies within the Group. The program is implemented in cooperation with the Ethics & CSR Committee of the Supervisory Board, with the support of the Sustainable Development Operational Committee and the Corporate Communication & CSR Manager.

In 2018, our compliance activities focused on fully adapting our internal procedures to GDPR requirements, implementing a system to prevent corruption and bribery and setting up a platform through which employees can report activities that do not comply with the Ethics & CSR Charter.



Ibis - Lithuania

Personal data protection

We ensured that the Group fully complies with GDPR requirements. In the first half of the year, we carried out the following activities under the supervision of the Data Protection Officer:

- preparing Orbis Privacy Policy
- updating Orbis Security Policy
- verifying and implementing the Joint Data Controllership Agreement
- completing the mapping of data flow processes

- carrying out an information campaign on the Orbis data protection program as well as training sessions involving more than 800 employees and hotel managers in total
- final tests of GDPR implementation

In addition, we launched a project to consolidate IT infrastructure and move some data to a cloud. This is aimed at ensuring greater security of stored data in the event of failure.

Launch of a platform for whistleblowers

In 2018, we started implementing a management system to prevent corruption and bribery, which complements the existing solutions, such as the relevant provisions of the Ethics & CSR Charter and the Gift Policy. The main element of the system is a special platform for anonymous reporting of cases of non-compliance with the Charter principles. The tool was introduced in November

2018 in all hotels owned by Orbis S.A. (directly or through subsidiaries), in leased hotels and in the Head Office. It is available in 10 languages and its launch was preceded by an information and education campaign for employees.

Pilot program of a personal alarm system for employees

In 2018, in close cooperation with AccorHotels Digital Lab, we started working on a system to increase employee safety in our hotels. This system will be based on portable devices enabling people who suffer assault or harassment,

such as sexual harassment, to easily record sound evidence or to send a text message calling for help.

How to report non-compliance?

www.accorhotels-integrity.com



EMPLOYEES

OF ACCORHOTELS
HOTELS

are encouraged to report any law infringement or non-compliance with the AccorHotels and Orbis Group's Ethics & CSR Charter



Via a digital platform

available
24/7

supported by an independent external service provider: Integrity Line.

Available in **28 languages***

*In French and English since 4 May 2018. More languages are added gradually



REPORTS
MANAGEMENT

Integrity Line passes the reports on to designated AccorHotels Case Managers for analysis and examination.



Strict confidentiality is
ensured

The identity of the whistleblower always remains confidential, in accordance with local legal regulations.

What happens to the report?



Employee reports irregularities via

www.accorhotels-integrity.com



The report is sent immediately to the appropriate AccorHotels Case Manager.



The AccorHotels Case Manager carries out evaluation, appropriate research and analysis, and recommends relevant measures, including, if necessary, disciplinary sanctions against the person(s) who have committed the infringement or acted in breach of the Charter.



IMMEDIATE ACKNOWLEDGEMENT OF RECEIPT
VIA E-MAIL



GUARANTEE OF
CONFIDENTIALITY



WITHIN 8 DAYS: AN E-MAIL
CONFIRMING THAT THE
ACCORHOTELS CASE
MANAGER IS HANDLING THE
CASE

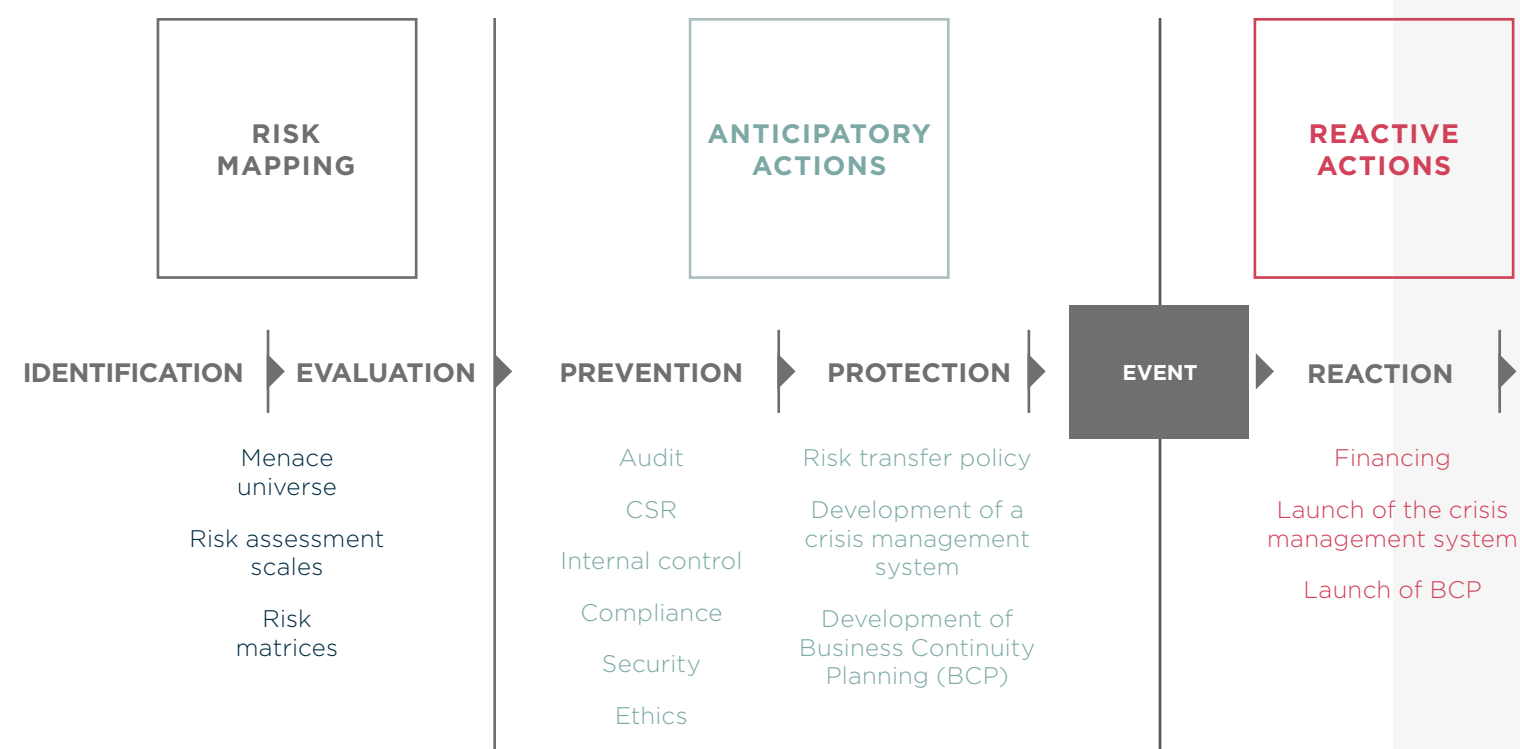
Risk management

The Orbis Group risk management system is aimed at:

- detecting, preventing and mitigating risks that may have a negative impact on the Group's reputation
- protecting guests, employees, brands, assets, business partners and franchisees
- raising awareness among all stakeholders of the risks to which the Group may be exposed.

The system is based on corporate and operational guidelines for risk identification and analysis (risk mapping), risk prevention and protection (anticipatory actions) and effective risk response (reactive actions).

RISK MANAGEMENT SYSTEM IN THE ORBIS GROUP



Risk management structure

The Director of Risk Management, Security and Internal Audit, who reports directly to the President of the Management Board and CEO of Orbis S.A., is charged with risk mapping, prevention and response. At least twice a year, the Director submits a risk management report to the Orbis S.A. Supervisory Board Audit Committee.

The Risk Management team is responsible for:

- preparing recommendations
- circulating security and safety information
- supporting the implementation of training initiatives
- implementing applications aimed at preventing potential damage
- consulting, auditing, providing operational support to protect the Group's assets, employees and guests.

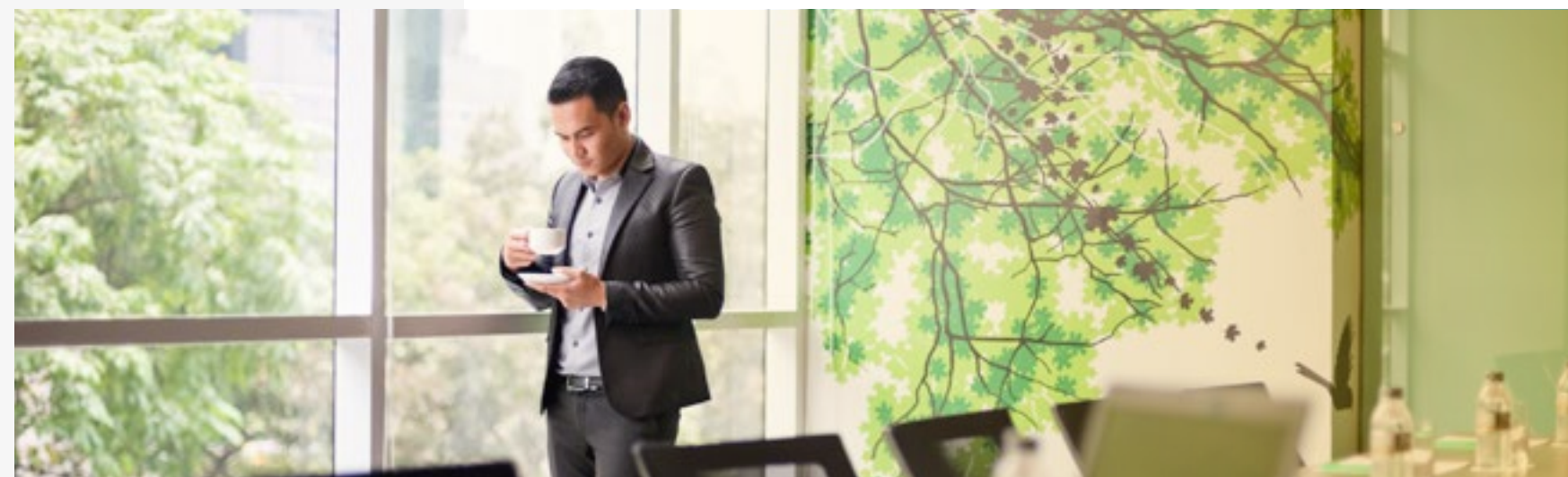
Each of our hotels, regardless of its status (own facility, managed or franchised), has access to the Orbis Crisis Management Manual which contains comprehensive guidelines on communication and operational procedures.



Prevention of principal risk factors

The ever changing political, economic, social, environmental, technological and legal environment in 12 countries of Central and Eastern Europe in which we are present poses

numerous risks. As part of an active risk management culture, we constantly analyse and prepare for these risks.



RISKS RELATED TO THE REPUTATION OF THE COMPANY AND BRANDS

The reputation of our brands depends, among other things, on the quality of our services, keeping up with the changing expectations of our guests and effectively preventing incidents affecting their safety.

Risk prevention:

- The reputation of the Orbis and AccorHotels brands is protected on a daily basis by hotel employees, general managers, lawyers, the talent & corporate culture team, CSR experts, risk managers and internal auditors. Brand standards and crisis response procedures also serve this purpose.
- We are constantly refreshing the F&B concepts: our WineStone, NOVO² and Wise Café restaurant chains respond to dynamically changing trends in interior design and menus.
- Since 2017, we have been implementing and promoting the *Heartist*[™] project, an innovative approach to customers and employees based on the

spirit of the *Feel Welcome* AccorHotels program. The project is aimed at creating a natural and personalised service atmosphere and building good relations between employees which translate into their approach to guests. These activities result in an increase in employee engagement, as shown by surveys, and a rise in customer satisfaction as measured by the Reputation Performance Score.

- We are constantly building brand awareness and customer loyalty across all our markets, by combining global (AccorHotels) and local marketing projects, programs, campaigns and initiatives.
- We are monitoring media activity on an ongoing basis and respond to issues raised on social media.

GROWING COMPETITION IN THE INDUSTRY

The number of rooms available is increasing significantly across the hotel market, which may have a negative impact on the prices of hotel services and occupancy rates.

Risk prevention:

- We actively manage rooms availability and prices, by adapting the latter to the current conditions in individual markets and making many special offers.
- We are constantly introducing new and interesting products, staying ahead of the competition.
- We are improving our distribution and reservation systems, as well as revising the terms of cooperation with intermediaries, websites with metasearch engines and other partners.

CHALLENGES IN THE LABOUR MARKET

The demographic situation in Poland and in the whole Central and Eastern Europe leads to a shortage of skilled labour force.

Risk prevention:

- We have developed a comprehensive employee and corporate culture management strategy (*Talent&Culture*) to increase recruitment efficiency, reduce turnover and support employee development in our hotels and offices.
- Every day we are reviewing the tools and systems provided to our employees.
- We are constantly finetuning recruitment strategies based on reallife situations.
- We introduce automation and robotisation solutions. In selected hotels we are testing cleaning robots and new tools for looking for employees, such as recruitment automatic machines which use the location of a potential candidate.



MGallery by Sofitel - Czech Republic

USE OF OUR FACILITIES FOR ILLEGAL ACTIVITIES

Hotels are sometimes used by sex offenders who abuse children and teenagers.

Risk prevention:

- In our hotels in Poland, Romania, Bulgaria, the Czech Republic, Lithuania and Hungary, we have implemented a comprehensive child protection policy based on the guidelines of the ECPAT International network. We promote our approach across the whole region.

THE DEEPENING OF THE ECOLOGICAL CRISIS

Global environmental challenges (climate change, unsustainable food production) may lead to stricter regulatory requirements.

Risk prevention:

- We reduce our climate impact by building only low-emission hotels that receive BREEAM certification which defines the highest standards for the sustainable design, construction and use of buildings.
- All hotels owned by Orbis implement a food waste reduction program. In this respect, we implement the Healthy and Sustainable Food Charter which is also aimed at protecting agricultural biodiversity.
- In 2018, we tested the possibility of eliminating disposable plastic usage in our hotels. The AccorHotels Group hotels do not provide their rooms with plastic straws, cotton buds and disposable cups anymore. We have also worked on preparing the Group for the planned EU regulations on waste and the promotion of circular economy.

CYBERCRIME

The hotel industry has become dependent on digital technologies (office administration, reservation systems, CRM, Wi-Fi access, etc.). This is linked to the risks of cybercrime and more strict EU regulations on data protection and security.

Risk prevention:

- We have appointed the Data Protection Officer who has ensured that the Orbis Group meets GDPR requirements.
- We have a special IT security unit. We have defined the rules for using IT systems and checked their stability. Our security policy takes into account, among others, the life cycle of IT applications and involves regular training.
- Our IT systems comply with the Payment Card Industry – Data Security Standards (PCI-DSS).
- The Orbis Management Board Office team prepares monthly Business Market Intelligence reports to identify, among other things, threats to the Group's business posed by global companies (such as reservation platforms) that use modern technological solutions.



POLITICAL AND ECONOMIC INSTABILITY

In a dynamically changing political and economic situation in Central and Eastern Europe, some governments may for instance be tempted to introduce new taxes or increase the existing ones and to adopt protectionist measures. This can have a negative impact on the Group's financial results.

Risk prevention:

- The Management Board of Orbis S.A. works with, among others, the Chamber of Commerce of the Polish Hotel Industry, the Confederation of National Associations of Hotels, Restaurants and Cafes (HOTREC), UNWTO and the Association of Stock Exchange Issuers. This helps us to anticipate legislative and regulatory changes and take them into account in our action plans.
- The Orbis Management Board Office team prepares monthly Business Market Intelligence reports and weekly PR and press monitoring in order to track market, regulation and innovation changes which may have a significant impact on our business.

FINANCIAL RISKS

The main financial risks to which the Orbis Group is exposed are currency risk, credit risk (and bond risk), liquidity risk and interest rate risk.

Risk prevention:

- We carry out a uniform financial risk management policy and continuous monitoring of risk areas.
- We do not trade in financial instruments, including derivatives, for speculation purposes.

- In settlements with business partners, we prefer credit card payments, cash and prepayments. We make credit decisions taking into account the results of the solvency test, the value of the contract, the date of payment and the forecast balance of receivables. If the solvency rating is not positive, we request additional collateral, such as a bank guarantee. During regular meetings of the Credit Committee, we discuss all significant risks related to trade credit and take decisions on granting credit to business partners who have an unclear financial situation.
- In order to reduce credit risk, we cooperate with reputable banks with good financial standing.
- We monitor liquidity on an ongoing basis using appropriate indicators. We secure it by using loans and holding active lines of credit in the current account. We place temporarily idle funds in short-term bank deposits.

In 2018 in the Orbis Group there were no reports of the cases of:

- Corruption
- Discrimination (incidents classified as discrimination)
- Non-compliance with regards to products and services regulations
- Non-compliance with regards to products and services impact on health and safety regulations

In the reported period :

- No infringement procedures against Orbis S.A. were initiated on the grounds of competition law or monopoly practices
- No significant fines or other non-financial sanctions were imposed on Orbis S.A. on the grounds of non-compliance with social, commercial or environmental regulations

Responsible supply chain

102-9
308-1
414-1

The Orbis Group buys three categories of products:

F&B
(FOOD &
BEVERAGES)

FFE
(FURNITURE,
FIXTURES & EQUIPMENT)

OSE
(OPERATING
SUPPLIES & EQUIPMENT)

goods and services meeting the current
operating needs of hotels

Recommended suppliers for all hotels, including franchise hotels, are selected by the central Purchasing Department which takes into account quality, price, applicable regulations as well as sustainable development and responsible business issues. As for new types of services and products, as well as contracts of at least two years, suppliers are chosen following a call for tender. If possible, at least 3 suppliers (of new products and services) or existing suppliers plus at least 3 new are invited to tender. The tender rules are transparent and the same for all participants.

Once a framework contract has been signed with a recommended supplier, contract terms and supplier contact details are posted on the company's intranet and hotels place necessary orders on their own. Each business partner is checked at least once a year in terms of the scale of cooperation. We try to ensure that no supplier's share exceeds 20% for individual products and services.

Maintaining the highest quality of the services and products offered and ensuring their social and ecological responsibility requires appropriate supply chain management. The key element of this management is obliging all our recommended suppliers and subcontractors to act in accordance with the Planet 21 program. What is more, the business entities with whom we work must enforce the same on their business partners. The companies which work with us must not only adhere to certain standards, but also be ready for audit and implementation of a possible corrective program.



72%

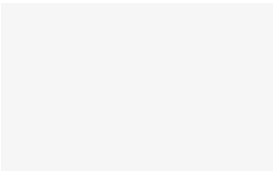
of our hotels serve food from local suppliers and/or short supply chains

51%

of our hotels offer certified organic products, fair trade products, etc.

OUR PRODUCTS CONTAIN SUSTAINABLE PALM OIL (WITH RSPO, ORGANIC OR RAINFOREST ALLIANCE CERTIFICATION) AND ULTIMATELY WE WANT TO REPLACE IT WITH OTHER FOODSTUFFS.

BY 2020, ORBIS GROUP RESTAURANTS WILL ONLY SERVE FREE-RANGE EGGS.



PRINCIPLES APPLICABLE TO ORBIS GROUP SUPPLIERS CONCERNING HUMAN DIGNITY:

- **Working conditions.** The supplier shall undertake not to engage in degrading practices such as corporal punishment, sexual harassment and molestation, forced labour or labour under the threat of penalty, and to take all necessary measures to ensure that each employee is treated with respect. Moreover, the supplier shall oblige each of its directors/managers to report all sexual harassment and molestation cases in order to eliminate them. The supplier shall also commit to scrutinise its partners who may use any form of forced labour or labour under the threat of penalty. If the supplier becomes aware of such incidents, it shall immediately cease to cooperate with the relevant entity.
- **Child labour.** The supplier and its subcontractors shall comply with the minimum age limits set out in the legislation of each country in which they operate. The supplier shall also confirm that it will in no case allow employing children under the age of 14.
- **Health and safety.** The supplier shall ensure that health and safety conditions at the workplace comply with the legal regulations, in particular through regular checks of the conformity of its equipment/ installations with the applicable standards. The supplier shall represent that its actions are not harmful to the health and safety of its employees, subcontractors, local population and its product users.
- **Working hours.** The supplier shall apply national laws and, in all cases, comply with international working time standards for its business sector set by the International Labour Organization. In addition, it shall provide appropriate rest time to its employees.
- **Remuneration.** The supplier shall apply national laws and provide its employees with a minimum salary level that allows for decent living conditions, taking into account the cost of living in the vicinity of the workplace. Moreover, it shall pay salaries to its employees on a regular basis.

- **Compliance with trade union and association regulations.** The supplier shall respect the freedom of association and trade union activities, within the limits set by national laws. The supplier shall also ensure that there is freedom of expression in the company when it comes to matters relating to working conditions.
- **Discrimination.** The supplier shall combat all forms of discrimination, in particular on grounds of gender, origin, religion, political views and sexual orientation, and shall commit to promote cultural diversity.
- **Combating sexual abuse of minors.** The supplier shall exercise vigilance in order to protect minors from sexual abuse in the framework of its business. The supplier's premises shall not be used for the production, distribution and storage of pornographic material involving minors.

Suppliers checks

To ensure that our suppliers and subcontractors act in line with Orbis Group commitments, we established a responsible procurement procedure in 2018. Under this procedure,

we have assigned each supplier to one of the following three categories, depending on the risks related to its products or services:

102-10
308-1
414-1

STANDARD RISK

suppliers sign the Planet 21 Purchase Charter which forms part of the standard contract.

INCREASED RISK:

suppliers sign the Planet 21 Purchase Charter and carry out an online self-assessment via a platform of EcoVadis, our partner. The resulting scorecard shows both strengths and areas for improvement.

HIGH RISK

suppliers sign the Planet 21 Purchase Charter, carry out an online self-assessment and undergo an on-site audit carried out by an independent audit entity, at the expense of the Orbis Group.

The levels in each category will have to be implemented in 100% of our suppliers by 2020. For this purpose, we have developed a detailed implementation plan for each level.

CATEGORIES OF RECOMMENDED SUPPLIERS
AND AUDITS CARRIED OUT IN 2018

	HUNGARY	POLAND	TOTAL SUP-PLIERS
Number of suppliers	102	136	238
Standard risk	47	57	104
Increased risk	36	48	84
High risk	19	31	50
Self-assessment carried out in cooperation with EcoVadis	23	34	57
Full audit by an independent entity	4	10	14

308-1

100% of our recommended suppliers have signed the Planet 21 Purchase Charter and 30% of them have been fully audited in terms of ethics and corporate social responsibility.

Local food production

Whenever possible and reasonable, we try to choose local suppliers, limit the number of intermediaries and buy as little products as possible which are made using large-scale industrial production methods. The menu in our restaurants is based on the products which are available locally during the given season of the year.

Next to our hotels we set up small gardens: vegetable or herb gardens for our own needs and slightly larger

gardens which we use together with local communities. In some of these gardens we organise additional activities for our guests, such as yoga classes. Moreover, our hotels in Wrocław and in Hungary support apiaries which are used for environmental education, and the honey produced in them is offered to AccorHotels guests. 7 and 19 beehives were built next to these hotels respectively.



42% OF OUR HOTELS HAVE VEGETABLE GARDENS.



Novotel - Poland

02

Work in Orbis

We make every effort to make our employees feel great in our organisation, because we want them to use of their competences, passion and commitment in everyday work to build a socially responsible business of the Group with us.



Ibis - Lithuania

Responsible and attractive Employer

We conduct a recruitment which is transparent and free from discrimination. The candidates' CVs undergo objective verification, and selected people are invited to an

interview and are provided with constructive feedback afterwards.

ALL THE EMPLOYEES IN POLAND ARE PROVIDED WITH:

- honest, transparent and clear employment conditions (salary, duties, promotions, etc.)
- attractive pay
- honest and motivating bonus system
- good atmosphere
- real impact on shaping carrier paths
- taking into account the impact of any reorganisation on the staff

- wide training and e-learning offer
- motivational package
- extended health care in Medcover
- MultiSport card
- PZU group insurance
- Bienvenue discount card for all hotel services in the network
- self-arranged holiday bonus
- free lunches
- social fund
- semi-annual bonuses
- special rewards
- the possibility to participate in interesting CSR projects and competitions

In order to make the offer more attractive for our potential employees and to keep our present tams we continued all EVP related initiatives (Employees Value Proposition), and we offered raises to our employees and increased the number of available trainings. With the ongoing transformation of organisational culture it allowed us to lower the index of employee rotation in Poland – from 23,2% in 2017 to 22,8%.

We increase our attractiveness as an employer also by becoming involved in a range of projects targeted at younger generations, such as hackathon in Budapest where „The Room of the Future” was designed, creating an educational platform for employees or an innovative recruitment process in ibis Vilnius Centre and ibis Styles Warsaw Centrum hotels.

RESPECTING EMPLOYEES' RIGHTS ARE GUARANTEED BY INTERNAL REGULATIONS, AMONG OTHERS:

- Employee Handbook (office hours, etc.)
- Corporate Collective Labour Agreement which covers every employee except for the management staff (matters related to salary)
- Health and Safety policy
- Anti-mobbing policy (applicable in Orbis S.A.)

Orbis Group Employees in Poland:

74%

WOULD RECOMMEND THEIR EMPLOYER TO A FRIEND WITHOUT ANY HESITATION

81%

CONSIDER WORKING CONDITIONS AS VERY GOOD

82%

DEFINITELY AGREES WITH THE STATEMENT ON A FRIENDLY ATMOSPHERE IN THE WORKPLACE

13%

CONSIDER AS GOOD

86 PARTICIPANTS MAKING UP 17 TEAMS TOOK PART IN HACKATHON IN BUDAPEST. THEY HAD 48 HOURS TO CREATE AN INNOVATIVE SOLUTION WHICH WOULD INFLUENCE LARGELY THE EXPERIENCES OF THE HOTEL GUESTS, AND THEN WERE GIVEN 5 MINUTES TO PRESENT IT. IN COMMUNICATION CATEGORY THE IDEA ON PROACTIVE EVENT ORGANISATION WON, AND IN WELLBEING CATEGORY - SOLUTIONS IMPROVING SLEEP, AND IN THE WOW EFFECT CATEGORY - INTELLIGENT VOICE-CONTROLLED ROOM. THE SPECIAL AWARD WENT TO THE TEAM WHICH PRESENTED THE CONCEPT OF A VOICE-CONTROLLED VIRTUAL ASSISTANT WHOSE TASK WOULD BE TO MAKE IT EASIER TO COMMUNICATE WITH THE HOTEL STAFF.

THE WINNING TEAMS WON THE POSSIBILITY TO PRESENT THEIR IDEAS BY CENTRAL INNOVATION UNIT OF ACCORHOTELS GROUP IN PARIS AND TO CONTINUE WORK ON THE REALISATION OF THEIR CONCEPT IN A FORM OF A PILOT PROJECT.

In 2018 we participated in a study of employee satisfaction and commitment organised by Aon company. 91% of employees of our hotels in Central and Eastern Europe assessed the Orbis Group and AccorHotels as an employer in four categories:

COMMITMENT INDEX:

employees have a good opinion about the employer, do not want to change the place of employment, and the professional experiences motivate them to perform well every day

WORK CULTURE INDEX:

the employees personality fits the company and its goals, staff members are appreciated and honoured for their contribution

LEADERSHIP INDEX:

leaders clearly determine the vision of the future, appreciate the meaning and contribution of the employees and lead them towards success.

EMPLOYERS' BRAND INDEX:

the employees are proud of the company, where they work and they know what distinguishes it as a workplace

The commitment index of the Group was 72%, which results in the increase by 4 percentage points in relation to the previous study edition. It shows that the transformation of our organisational culture follows the right direction.

In the reported period our efforts in the employee sphere were also appreciated by Pomeranian Employers

- an association bringing together more than 1,000 enterprises from the northern part of Poland. We received a statuette in the category Responsible and Socially Sensitive Business for great commitment in implementing Planet 21 program and providing good working conditions and opportunities for talent development.



IN 64% OUR HOTELS THERE IS A HEALTH AND SAFETY COMMISSION OPERATING

IN THE ORBIS GROUP IN POLAND TWO TRADE UNIONS OPERATE WHICH HAVE A SUPRA-COMPANY ORGANISATION STATUS AND THE EMPLOYEE COUNCIL. IN HUNGARY ONE TRADE UNION OPERATES WHICH HAS A SUPRA-COMPANY ORGANISATION STATUS.



Anti-discrimination Policy and support for diversity

The specifics of the hotel sector gives us the opportunity to host clients from different countries, cultures with different opinions and sometimes with special needs. We respect their diversity, which is why we try to help them feel good and comfortable in every way. We prevent any possible incidents of discrimination in the access to our services, trying to adjust to the needs of specific groups, among others adjusting the buildings, the appliances and installations, the practices and procedures. We have developed a diversity policy in the form of a separate document.

We pay equally as much attention to the people employed in the Orbis Group, and we perceive the diversity of our employers as a value. Employees with the same

qualifications regardless of their gender, age, origin and other diversity aspects are guaranteed equal chances in every sector of the work and at every stage of their professional career. They can count on identical access to trainings and uniform rules regarding pay, promotion and geographical mobility. We also pay attention to the rights and needs of those of our employees who are parents.

We also understand diversity as being open to employ people with disabilities. In 2018 for the third consecutive time the hotels in the Orbis Group and AccorHotels in Hungary received the title of Workplace Friendly for People with Disabilities.

In our training programs and e-learning materials available to all employees on the internet we take into account the topic of diversity and non-discrimination. From our suppliers subcontractors and contractors we require adjusting to the appropriate rules counteracting discrimination described in the Shopping Policy of the Orbis Group.

Between 18-19 June 2018 the company organised a seminar on diversity and how to become a better employer. It took place in Budapest and 80 managers of the Orbis Group participated in it. During this event an action plan was developed to keep a large share of women in the management of the Group and to increase the employment of people with disabilities.

405-1

85%

of the Orbis Group employees definitely agree with the statement that the company appreciates and supports diversity

41%

of the Orbis Group* hotels are managed by women which makes it the highest rate in the whole AccorHotel community

* facilities managed by franchisees not taken into account

INTERNATIONAL RIISE NETWORK (UNTIL OCTOBER 2018 CALLED WOMEN AT ACCORHOTELS GENERATION (WAAG)) BRINGS TOGETHER WOMEN WORKING IN THE ACCOR GROUP AND IN PARTNER COMPANIES, SUCH AS ORBIS, AS WELL AS MEN SUPPORTING GENDER EQUALITY. THE GOAL OF THE INITIATIVE IS TO DEVELOP LEADERSHIP COMPETENCES FOR WOMEN, THE GROWTH OF COMFORT OF THEIR WORK AND MUTUAL INSPIRATION. THE INITIATIVE INVOLVES WORKSHOPS, MEETINGS AND A MENTORING PROGRAM ORGANISED IN THE ORBIS GROUP. ADDITIONALLY, WE ARE ONE OF 20 COMPANIES IN THE WORLD SELECTED TO ACTIVELY PARTICIPATE IN THE #HEFORSHE CAMPAIGN ENGAGING MEN IN THE ACTIONS FOR GENDER EQUALITY.

IN 2018, THANKS TO THE NETWORK IN POLAND, 14 WOMEN EMPLOYEES OF THE ORBIS GROUP FROM TRICITY AGGLOMERATION PARTICIPATED IN AN INTENSE SET OF WORKSHOPS EMPOWERING WOMEN AS MANAGERS. IN HUNGARY 15 YOUNG PEOPLE COMPLETED A PROGRAM SUPPORTING WOMEN IN MANAGERIAL POSITIONS. ADDITIONALLY, 20 WOMEN WORKING IN THE ORBIS GROUP AND ACCORHOTELS HOTELS IN THE CZECH REPUBLIC AND IN SLOVAKIA PARTICIPATED IN WORKSHOPS ON THE VIOLENCE PREVENTION AND IN SELF-DEFENCE CLASSES. AT THE END OF THE YEAR THE RIISE NETWORK IN THE ORBIS GROUP WAS BRINGING TOGETHER 300 WOMEN AND MEN FROM COUNTRIES WHERE WE OPERATE.

Employee development

404-2

We manage talents and we support the career development of our employees. We periodically study their commitment and conduct annual evaluation interviews including the evaluation of competences and attitudes.

PROGRAMS CHOSEN FOR THE EMPLOYEES.

ORBIS FAST TRACK

a crash program of competencies development for people who want to apply for the position of hotel manager (in 2018 four people completed it).

ORBIS JUNIOR FAST TRACK AND BOOST YOUR POTENTIAL

programs preparing talented employees to take over the department manager position (in 2018 nineteen people completed it).

ORBIS TALENT MANAGEMENT

a career management program in the Orbis Group.

ACCORHOTELS BERNACHES AWARDS

an internal program of AccorHotels group rewarding staff and managers whose work, commitment and foundations express the company values.

INTERNATIONAL HOSPITALITY MANAGEMENT PROGRAM

post-graduate studies in Management in Hospitality for hotel managers willing to gain experience internationally. IHMP is realised in collaboration with AccorHotels and ESSEC Business School (in 2018 four people completed it).



ACCORHOTELS UNVEIL YOUR TALENT

a program developing talents of the hotel employees.

HEARTIST™

a program aiming at providing a natural and authentic atmosphere among the employees while serving the guests.

CULINARY EXCELLENCE

a workshop program for cooks of our hotels and the students of culinary schools in Poland collaborating with us. In 2018 73 participants took part in a set of workshops, including 27 chefs and cooks of Orbis hotels and 46 external participant - young talents from vocational schools from all over the country.

We do not conduct programs devoted to end-of-career management. However, our hotels organise annual meetings of retired employees of the Group. In Warsaw 50-70 such people participate in the dinner party every year.



THE SUCCESSES OF OUR EMPLOYEES.

Aleksandra Iwanowska

from Sofitel Grand Sopot

awarded the title of the 2018 Receptionist of the Year in the competition AICR The International Association for Deputy Managers and Front Office Managers of Luxury Hotels



Krzysztof Bronk

Revenue Manager at Orbis S.A.

received title of 2018 Hotelier – Revenue Manager in the Hotelarz magazine competition



Tomasz Schweda

Hotel Mercure Cracow Stare Miasto Operations Manager

received title of 2018 Hotelier – Hotelier up to the age of 35 in the Hotelarz magazine competition



03

Our input in solving social problems

Our position on the market gives us the possibility to co-responsibility for important social and ecological issues, as well as making the society more sensitive to these issues and influencing it to change their attitudes. We include our guests, local communities and non-governmental organisations in our activity in this sphere.



Preventing child and teenage abuse

102-12

We participate in preventing child and teenage abuse. Our policy is based on the Procedure Code developed by the initiative of End Child Prostitution, Child Pornography & Trafficking of Children for Sexual Purposes (ECPAT) - an international network of non-governmental organisations. We remain the only hotel group in Central and Eastern Europe which not only signed the code, but

most importantly, introduced the procedures protecting the youngest. By setting good example we are trying to encourage other hoteliers to act, so that our attitude can become standard in the sector.

Thanks to the developed policy and mostly thanks to the alertness of the hotel staff and our guests every year we are able to prevent a few attempts of sexual abuse.



Ibis - Lithuania

89%

of our hotels participate in child protection program

BY BECOMING CODE SIGNATORIES WE HAVE BECOME COMMITTED TO:

1. Formulating internal policy for preventing child abuse
2. Periodic training of the hotel staff on that policy
3. Introducing in contracts with suppliers a clause informing about the activities undertaken against sexual trafficking
4. Informing tourists in the form of catalogue, brochures, leaflets, spots or internet websites about the problem of sexual abuse of children and engaging business in the activities which are supposed to prevent the problem
5. Informing key people in the local area about the policy of the company and collaborating with the local authorities such as police, taxi-drivers, bar and restaurant owners, etc.
6. Yearly reporting



IN 2018 IN CLOSE COLLABORATION WITH THE FOUNDATION *DAJEMY DZIECIOM SIŁĘ* (EMPOWERING CHILDREN) WE TRAINED MORE THAN 500 WORKERS IN THE GROUP IN THE FIELD OF CHILD AND TEENAGE PROTECTION AGAINST SEXUAL ABUSE.

Measures against food waste

Every year on the international scale 1.6 billion tons of food goes to waste. In means economical and social costs,

but also ecological resulting from the impact which farming and food industry have on the environment.



FOOD PRODUCED AND NOT EATEN EQUALS ABOUT **8%** OF THE GREENHOUSE GASES EMISSION

We face the above problem not only perfecting the methods of adjusting purchase to the need. A perfect example is the approach of Novotel Warsaw Centrum which was the first hotel in Poland that introduced the program of food waste prevention in 2016. Its chef started changing the habits of the employees and clients. He started with workshops for the kitchen employees where he showed how to cook without waste. Next, the registration of all the food waste and its origin was introduced with

the use of Winnow system which allows complex monitoring of food waste and consists of a set of numeric scales and a tablet connected to a cloud app. Thanks to that it was possible to establish that half of the waste is produced in the serving area, which means it is generated by the guests (unfinished meals, leftovers such as bones or egg shells), and the second half in the kitchen (peels, cut parts of vegetables and meat, shells, bones, etc.)



In the summer 2018, after two years of realising the program in the above mentioned hotel we estimated that, as a result of measures taken:

THERE IS **55%** LESS FOOD WASTE PRODUCED

ABOUT **11 TONS** OF FOOD PER YEAR WAS PREVENTED FROM ENDING UP IN LANDFILL, WHICH EQUALS **27,500** SAVED MEALS

YEARLY SAVINGS ARE MADE AT **54,000 EUROS**

The documentary on the program is available at the following address

 info.winnowsolutions.com/novotel-warsaw-saved-27000-meals-by-reducing-food-waste



Iłona Porwol, the director of the Novotel Wrocław, one of the seven Accor and Orbis brand hotels that support a local apiary and own half a million bees.

IN 2018 ALL THE HOTELS OWNED BY THE GROUP WERE DEVELOPING PROGRAMS OF FOOD WASTE LIMITATION.

Novotel Warsaw Centrum applies the 5 R rule which translate into specific measures in favour of waste elimination, not only food related.

REFUSE

eliminating orders of products generating especially large amounts of waste, for example in packaging which is small or difficult to recycle

REDUCE

making smaller portions of the food given out at the buffet, so that the client is able to try it first and then decide if they are going to take another one

REUSE

reusing some products to create the meals, for example coffee grounds for coffee cakes or carrot pulp after squeezing the juice for carrot cakes

RECYCLE

buying food in large packaging and then placing it into smaller containers, while the packaging is recycled: for example yoghurt is emptied from big buckets into small jars which decreases the amount of the plastic waste

ROT

the hotel is planning to create its own garden equipped with a composter

An important element of our measures against food waste is education of our guests.

The Hungarian hotels joined the fight against food waste and started social education in this field also through collaboration with the local Food Bank. On the 16 October together with 20 other companies they collected and gave away 30 tons of food to the people in need.

While our Warsaw hotels organised culinary workshops and speeches on the topic of preventing food waste for teenagers in a special training and education centre (Specjalny Ośrodek Szkolno-Wychowawczy) in Łowicz in 2018.



Fighting social exclusion

413-1

We notice around us people suffering from problems which they cannot solve on their own. We do not remain passive: more than 90% of our hotels support the local communities and non-governmental organisations preventing social exclusion.

Bio & Co

Initiated by the Bucharest Gara de Nord and with the financial support from AccorHotels Solidarity Foundation together with Ateliere Fara Frontiere foundation, we started Bio & Co project. It is realised at an ecological farm in Ciocănari, and is about providing professional trainings to people in a very difficult life situation and then employing

them at vegetable production for the purposes of the Orbis Group facilities in Bucharest. Since the farm uses the food waste from the hotels as a fertiliser the projects fits in the idea of circular economy

Poland Business Run

On 2 September 2018 in 9 Polish cities the 7th edition of Poland Business Run, the biggest charity business run took place. The relay in which 5-member teams participate aims at supporting people with movement disabilities to whom funds are advanced collected from entrance fees, and at promoting active lifestyle and integration of the local community with business. The Orbis

Group actively participated in organising the event, by providing regenerating meals for about 7,000 runners in Warsaw, Wrocław and Gdańsk. Additionally, many of our employees participated in this sport competition, thanks to which it was possible to collect PLN 1,773,574.

Modern Art Auction of Bátor Tábor Polska Foundation

On 17 October 2018 in Zachęta Gallery in Warsaw took place the 6th edition of Bátor Tábor Foundation charity auction. The Orbis Group was one of the main partners of this event where 140,700 euros was collected from the

sales of young artists' works. 40% of that sum went to the artists and 60% supported the foundation which organises recreational and therapeutic camps for critically ill children.

Activities in Hungary

The Orbis Group and AccorHotels actively support the Hungarian Red Cross, they participate in Vivicitta and Spar Marthon charity marathons , and they provide funds

and necessary help for the wards of Suhanj! foundation which rehabilitates people with disabilities through sport.

Our hotels in 2018:

45%

ORGANISED A CHARITY
FUNDRAISING

72%

SUPPORTED LOCAL
NON-GOVERNMENTAL
ORGANISATIONS

413-1

The sponsoring and charity activity of the Orbis Group is realised in countries where the company has its business, it is done in accordance with the adapted corporate and

marketing communication priorities of the company and is supported in the Ethics Charter and CSR.

04

Our approach to environmental protection

102-II

We take great care to make sure that our facilities leave the smallest possible footprint on their surroundings and the environment. Our policy for the environment is set out in Planet 21 program.



Reducing our environmental impact

For the purpose of monitoring and analysis of our footprint on the environment we use an internal OPEN program. It enables us to, among others, manage energy efficiency, water consumption and waste separation in all our facilities.

THE ORBIS GROUP PAYS PARTICULAR ATTENTION TO THE FOLLOWING AREAS OF THE ENVIRONMENT PROTECTION:

- energy consumption and related CO₂ emission
- water consumption
- pollution and sewage discharge
- waste management and recycling
- biodiversity

Environmentally friendly buildings

Each new hotel investment by the Group is realised according to BREEAM certification requirements, the highest standards for sustainable design, construction and use of hotel facilities. Therefore the climate footprint of our new buildings is low. The existing facilities will be adjusted to these requirements, wherever possible.

The Orbis Group is well aware that operation of its properties may pose a threat to biodiversity at all phases of a hotel operation. Therefore, already at the phase of location search and design of a new building, we take care to fit the hotel into its surrounding environment well and to reduce the burden on the local ecosystems to a minimum. We also make our best efforts to use products and materials sourced in compliance with sustainable development rules (e.g. certified wood sourced from well managed forests).

BREEAM EVALUATES BUILDINGS FOR EMPLOYEE HEALTH AND WELL-BEING DETERMINANTS FOUND IN THEIR INTERIORS AND EXTERIORS (E.G. AMOUNT OF DAYLIGHT IN THE ROOMS, TEMPERATURE, AIR QUALITY, ACOUSTICS).

Minimising energy consumption

With so many properties in operation, there is invariably high demand for electricity and heating, therefore we take extra care to control their consumption. This, in turn, is beneficial not only to the environment, but also helps make financial savings.

In addition, wherever possible, renewable energy sources are used for the daily operation of the hotels, as well as their construction and renovations. Orbis Group also takes part in developing innovative technologies. A significant number of newly constructed facilities use energy from solar panels.

Our actions to minimise energy consumption:

- use of energy-saving LED lighting in rooms and publicly accessible areas, as well as in emergency and evacuation lighting systems
- implementing procedures that impose an obligation to switch off unnecessary light
- systems that minimise the energy consumption in meals production zones
- installing sub-meters for precise calculation of costs for the leaseholders of separate spaces and whole zones.
- settlement of energy consumption costs incurred by repair teams working on modernisation and renovation of the properties



12 ORBIS GROUP HOTELS PRODUCE ENERGY FROM RENEWABLE SOURCES, 39 – BUY SUCH ENERGY

PHOTOVOLTAIC INSTALLATION IN IBIS STYLES WARSAW CENTRUM HOTEL WILL HELP REDUCE INDIRECT CO₂ EMISSION BY 38,400 KG PER YEAR (BY 38.4 METRIC TONS OF CO₂ COMPARED TO 2017)

In 2016-2017 we conducted energy audits in our hotels. In 2017 we also implemented measures in response to conclusions from the assessments of energy efficiency of the cooling and heating systems conducted in 2016.

Moreover, to save heat energy, CO₂ generators have been installed in a number of buildings. These generators

optimise domestic hot water temperatures and prevent thermal overheating. Thermal insulation of heating and cooling systems has been replaced or repaired and the activation of cooling time and temperatures has been optimised. Likewise, instructions concerning room temperature settings have been developed and implemented.



THE MOST IMPORTANT ACTIONS EXECUTED IN HOTELS OWNED BY THE GROUP IN POLAND IN 2018:

1.

Implementing and modifying new servicing organisation for Gdynia, Gdańsk, Sopot and Szczecin – better quality of maintenance services, appliances reliability, repairs and renovation quality as well as reduction in utilities consumption and operating costs were achieved

3.

Modernising central cooling sources in Sofitel Warsaw Victoria, Novotel Warsaw Centrum and Mercure Warsaw Centrum with the use of latest technologies (dry-cooler with adiabatic sub-cooling)

Moreover, a thesis was defended in which its author compared hotel facilities of the Orbis Group equipped with traditional cooling sources versus equipped with VRF systems. The results of the thesis clearly indicated the benefits of the latter.

2.

Another BREEAM certified hotel was placed in service

4.

Negotiating and initial testing to curb utilities consumption in hotels

5.

Selecting investments that will guarantee reduced energy and water consumption and obtaining permissions to their priority execution

We plan further modernisations of power nodes and replacement of old equipment and installations that generate excessive losses in the existing hotels. We also want to reduce energy loss by upgrading hotel insulation. We will also be consistently improving the hotel operation monitoring.

Minimising utilities consumption and eliminating nuisances

Our actions to minimise water consumption include:

- using water flow limiters (perlators, normilators) on washbasin taps, showers and shower heads
- maintaining the required performance of domestic hot water system
- eliminating open circuits in refrigeration systems
- adjusting and controlling water use efficiency in toilet flushes
- using rainwater and the so called greywater in toilets and washbasins
- installing sub-meters
- monitoring the utilities use of repair teams



89%
of our hotels con-
tinuously monitor
their water and
energy consumption

We strive to limit the impact of sewage on the environment by systematic sewage pre-treatment and use of environmentally-friendly products (cleaning agents, pesticides, etc.) that contain less chemicals. This is also one of the criteria for selecting suppliers and service providers (primarily laundering services). We also promote green areas maintenance and crop protection practices that limit the use of chemical substances.

90%
of our hotels use certi-
fied environmentally-
friendly cleaning agents

We consistently deploy solutions that eliminate or minimize all kinds of nuisances (sound, visual, odours). We strive to optimise raw material consumption, for instance by choosing materials and packagings manufactured from recycled or recyclable materials. We also focus on selective waste collection and encourage our customers to do so, too.

Minimising plastics use

Recent years have brought a number of alarming reports on the disastrous effects that mass use of plastics has for the environment. A great majority of plastics ends up in the seas and oceans leading to death of marine animals. Ever more often, plastics particles contaminate water and food. We have undertaken a number of decisive actions to make sure that our operation does not further add to the above problems.

In 2018 in 10 hotels in northern Poland we have launched a program of plastics use reduction. As part of the program, we have abandoned all use of plastic cups and straws and we stopped purchasing selected products

packed in plastic. In Mercure Gdańsk Stare Miasto, in close cooperation with our laundering services provider, we are currently testing the possibility to eliminate all plastic use. Hotel ibis Styles Warsaw Centrum, opened on 10 January 2019, is a prominent example of our philosophy. In this hotel all plastic cups in the rooms were replaced with glasses and disposable plastic bags – with paper bags. Our guests can also use water filters that count the number of saved plastic bottles.

COTTON BUDS, DISPOSABLE CUTLERY, DRINKING STRAWS, STIRRING STICKS, CUPS, BOTTLES, PLASTIC BAGS AND THE LIKE CONSTITUTE **70%** OF GARBAGE WASHED ASHORE.

IF THE MANKIND DOESN'T CHANGE ITS WAYS, AS SOON AS IN **2050** A TOTAL WEIGHT OF PLASTIC WASTE FLOATING IN SEAS AND OCEANS WILL EXCEED THAT OF FISH LIVING THERE.

Global commitment of AccorHotels for the year 2019:

ELIMINATING ALL USE OF PLASTIC STRAWS AND STIRRING STICKS, AND REPLACING THEM WITH ENVIRONMENTALLY FRIENDLY ALTERNATIVES AVAILABLE TO THE GUESTS ON DEMAND

REPLACING COTTON BUDS WITH CARDBOARD BUDS

MAKING ALL POSSIBLE EFFORTS TO GRADUALLY ELIMINATE THE USE OF PLASTIC BOTTLES, LAUNDRY BAGS, SINGLE USE GLASSES AND MORE

In 2018 works on preparing the Group for the planned European regulations on waste and promoting circular economy were underway.

Ecological education

Our comprehensive approach to how we manage our influence on the environment is completed by activities that increase environmental awareness of our employees, guests and local communities.

PLANT FOR THE PLANET Program

Plant for the Planet is a program developed by the Orbis Group to plant trees in cooperation with hotel guests. The program also encourages our guests to reuse their bed-sheets and towels. Using them more than once helps limit

water and electricity consumption, washing agents use and discharged sewage volume, at the same time generating financial savings.

69% OF OUR HOTELS TRANSFERS **50%** OF SAVINGS FROM TOWELS REUSE SCHEME TO THE PLANT FOR THE PLANET PROGRAM



Generated savings are transferred to local initiatives:

- Together with the AgriNatura Foundation, the Orbis Group supports the planting of fruit trees of the old varieties. So far 15,000 fruit trees of such varieties as “kosztela” were planted in Poland. In addition, this project supports 40 owners of small sized orchards, who can thus support their operation by selling organic food.
- The Tree for Every School project is conducted by Mihai Eminescu Trust in cooperation with schools, municipal authorities, non-governmental

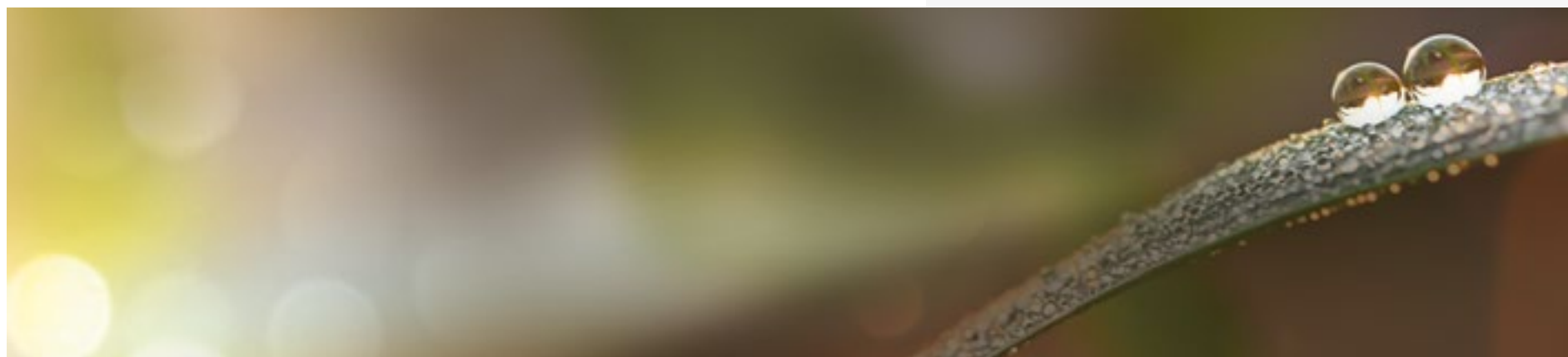
organisations and forest inspectorates. It was founded to plant trees in the Romanian Transylvania. The initiative was undertaken to counteract climate change and to improve natural landscape by preserving and expanding forested areas, reforestation of degraded areas and raising environmental awareness of the society. Thanks to the program the community of Transylvania together with other involved parties planted over 2 million trees.

DO NOT CLEAN MY ROOM Program

In 2018 the Orbis Group has launched yet another environmental protection project. The objective of this project is to encourage our guests to reduce their water and chemicals consumption and limit their carbon footprint by declining the daily cleaning services. Guests staying at our hotels for more than one night can declare

their will to take part in this project by using special door handle signs. This project was launched in mid-November 2018 in all hotels owned or managed by the Orbis Group with the exception of luxury brands, and was very well received.

DO NOT CLEAN MY ROOM PROJECT HELPED US SAVE **504,000 EURO** IN A YEAR



Other initiatives

We organise various initiatives, such as annual Earth Day or World Food Day. Our Group uses every opportunity to promote living in harmony with nature. For instance by communicating issues concerned with the environment in

the hotel space, sometimes in unorthodox ways, such as murals.

AT THE TURN OF APRIL AND MAY 2018 CLOSE TO 2000 SUPPORT OFFICE AND HOTEL EMPLOYEES FROM THE CENTRAL AND EASTERN EUROPE REGION PARTICIPATED IN THE CELEBRATIONS OF PLANET 21 DAY THAT WERE CONNECTED TO THE EARTH DAY CELEBRATIONS TAKING PLACE AT THE SAME TIME. DURING THIS EVENT WE FOCUSED ON THE ISSUES OF ENVIRONMENTAL PROTECTION, HEALTH, LIMITING FOOD WASTE AND SUPPORT FOR LOCAL COMMUNITIES. EDUCATIONAL ACTIVITIES WERE INTERTWINED WITH PRACTICAL INITIATIVES THAT INCLUDED PLANTING TREES AND CLEANING UP A PATCH OF FOREST.

We take measures to protect biodiversity on the areas belonging and adjacent to the hotel, among others, by making employees and guests aware of biodiversity issues.

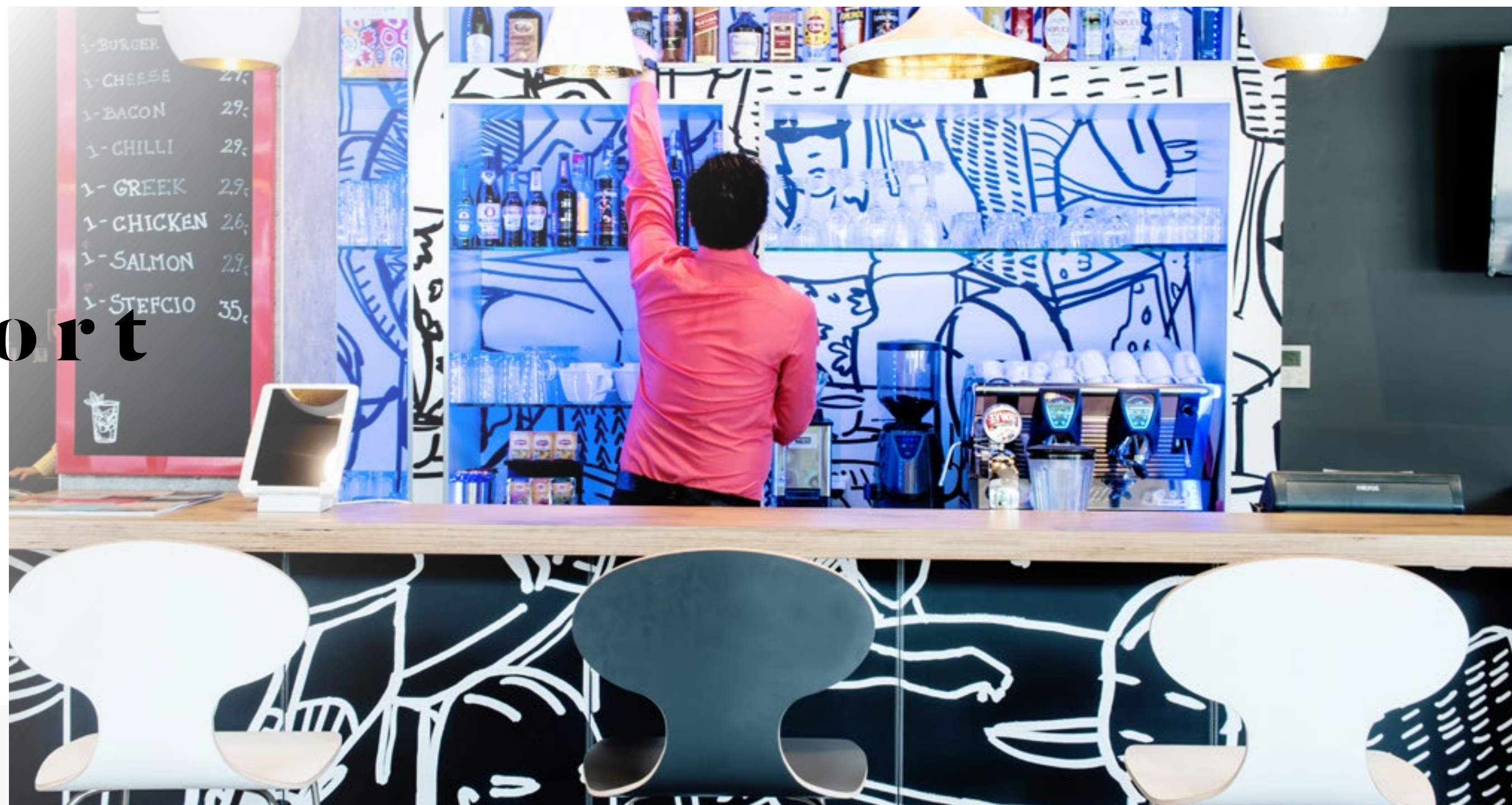
We also monitor our supply chains from this point of view. For instance, we do not place endangered species on the menu.

90% OF OUR HOTELS HAS EXCLUDED FISH SPECIES THREATENED BY OVERFISHING FROM THEIR RESTAURANT'S MENU

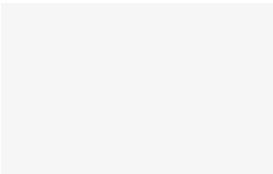


05

About the report



Ibis - Poland



102-40
102-42
102-45
102-48
102-50
102-51
102-52
102-54
102-56

The report covers the Orbis Group (Orbis S.A., Orbis Kontrakty Sp. z o.o., Accor Pannonia Hotels Zrt., 5 Hotel Kft., Katerinska Hotels s.r.o., UAB Hekon, Accor Hotels Romania s.r.o., Accor Pannonia Slovakia s.r.o.) and it looks at the key initiatives for sustainable development that were undertaken and/or continued in 2018. It is an annual publication and was prepared based on the GRI Standards regulations with the support of an independent, third party advisory company Go Responsible. It was not verified by an external body. According to the approach set out in PN-ISO 26000, the Orbis Group identified its key stakeholder groups and responsibility areas.

Due to the scale of our business activity (4,200 employees in 12 countries of the region) and its character (hotel management and investments) our key stakeholders are our employees, tourism organisations, chambers of

102-44
102-46
102-47
102-49

Materiality study

The content of this report (its essential indicators) has been determined based on the priorities of the Planet 21 Program. Thanks to the analysis of stakeholder expectations which was carried out while developing this program, we could ensure compliance with fundamental principles underlying the determination of the content of non-financial reports (principles of materiality,

commerce for the hospitality sector, franchisers clusters, institutions supporting public companies and, last but not least, associations of stock exchange investors.

We pursue the cooperation with all 6 stakeholder groups through various project partnerships, as well as transparent and engaging communication. It allows us to not only build positive relationships, satisfy legal requirements and support the execution of our business objectives, but also to ensure better risk management.

completeness and stakeholder inclusion). Referring to the PN-ISO 26000 standard helps us to keep in mind the context of sustainable development. The analysis of essential topics selected for this report did not show significant changes in comparison with the previous report. However, the reporting standard has been changed to GRI Standards.

Accordingly, the following aspects of social responsibility have been considered essential for the Orbis Group and its stakeholders:

ESSENTIAL TOPICS IDENTIFIED IN THE MATERIALITY ANALYSIS PROCESS		GRI STANDARDS INDICES
Economic responsibility	1. Strengthening partnership and transparency of cooperation with our key stakeholders 2. Developing responsible and innovative services 3. Ensuring a fully ethical approach and transparent management systems	205-2, 205-3, 206-1, 414-1, 415-1, 416-1, 416-2, 417-2, 419-1
Environmental responsibility	4. Speaking of mitigating climate change effects in our offers 5. Diminishing direct and indirect impact of our business on the natural environment 6. Turning the quality of our products and services (with regard to environmental issues) into the leverage of financial performance	302-1, 302-4, 303-5, 305-1, 307-1, 308-1
Social responsibility	7. Ensuring a healthy, flexible and innovative working environment which strengthens the well-being of our employees 8. Promoting diversity, equal opportunities and employability of our teams 9. Empowering our employees to develop CSR skills	401-1, 401-2, 403-9, 403-10, 404-1, 404-2, 405-1, 406-1
Civil liability	10. Promoting know-how and CSR actions in the professional environment of the real estate sector 11. Promoting the development of local economy 12. Supporting solidarity initiatives	413-1



Ibis - Lithuania

Contact

If you have any questions relating to economic, social or environmental performance of the Orbis Group, do not hesitate to contact us:

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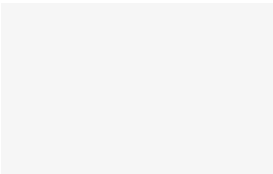
We will greatly appreciate your comments, opinions and remarks about our actions relating to sustainable development, also in the context of our reporting.

06

Non-Financial Data



Ibis - Poland



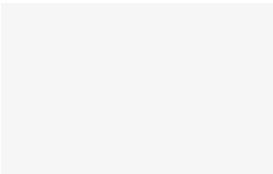
Orbis Group highlights

Average number of employees (employed by the Group)	4,174*
Average number of outsourced employees working for and in the hotels owned and/or managed by Orbis	834
Number of hotels in the Orbis Group	133
Number of owned hotels	63
Number of leased hotels	10
Number of hotels managed by Orbis	18
Number of hotels operated by partners based on franchise contracts	42
Number of rooms in all Orbis Group hotels	21,675
Net sales (PLN \`000)	1,440,028
Net financial result (profit) (PLN `000)	363,358
Total assets (PLN \`000)	3,218,480
Equity (PLN \`000)	2,386,786
Orbis S.A. share price (as at 31 December)	PLN 90.2
Number of Orbis S.A. shares traded	46,077,008
Orbis S.A. stock market capitalisation (as at 31 December)	PLN 4,156,146,122

* In full-time equivalent.

Composition of management bodies

NAME AND SURNAME	GENDER	FOREIGNER	DATE OF BIRTH
Orbis MANAGEMENT			
Gilles Clavie (President and CEO)	man	yes	1969
Ireneusz Węglowski (Vice-President of the Management)	man	no	1955
Marcin Szewczykowski (Member of the Management Board, CFO)	man	no	1971
Dominik Sołtysik (Member of the Management Board)	man	no	1975
Supervisory Board			
Pierre Boisselier	man	yes	1970
Artur Gabor (Independent Member of the Supervisory Board)	man	no	1960
Franck Gervais (Chairman of the Supervisory Board)	man	yes	1976
Christian Karaoglanian	man	yes	1951
Jacek Kseń (Independent Member of the Supervisory Board)	man	no	1949
Jean-Jacques Morin	man	yes	1960
Laurent Picheral	man	yes	1965
Andrzej Procajło	man	no	1952
Andrzej Przytuła	man	no	1951
Jarosław Szymański	man	no	1965

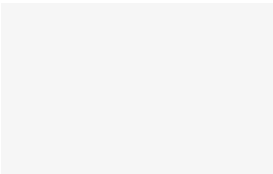


Average yearly employment according to age

NUMBER OF EMPLOYEES:	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU-ANIA	ROMANIA	HUNGARY
in operations:							
less than 25 years old	573	369	63	9	20	28	85
25-34 years old	1,106	748	72	20	26	46	194
35-44 years old	634	381	43	8	12	49	141
45-54 years old	498	339	18	5	9	28	99
more than 55 years old	464	377	9	1	12	4	60
in management:							
less than 25 years old	6	3	2	-	-	1	-
25-34 years old	204	151	15	10	5	8	15
35-44 years old	259	194	14	5	7	11	29
45-54 years old	97	68	7	2	-	6	15
more than 55 years old	40	33	2	-	1	-	4

NUMBER OF EMPLOYEES:	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU-ANIA	ROMANIA	HUNGARY
in senior management:							
less than 25 years old	-	-	-	-	-	-	-
25-34 years old	13	6	6	-	-	1	1
35-44 years old	59	35	8	2	2	2	11
45-54 years old	26	19	3	-	-	-	4
more than 55 years old	12	7	-	-	-	2	3
TOTAL number of employees in:							
operations	3,274	2,214	205	42	79	156	579
management	605	448	40	16	13	25	63
senior management	111	67	17	2	2	5	19
TOTAL number of all employees	3,990	2,728	262	60	93	185	662

Quantitative data including all active and inactive employees.



Average yearly employment according to position and gender

	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU- ANIA	ROMANIA	HUNGARY
Number of women in:							
operations	2,123	1,460	122	24	55	109	353
management	338	251	22	8	8	16	33
senior management	49	30	6	-	2	3	7
Number of women in:							
operations	1,151	754	82	19	23	46	227
management	267	197	18	7	4	9	30
senior management	62	36	11	2	-	1	12
Number of employees in total in:							
operations	3,275	2,214	205	43	79	156	579
management	605	448	40	16	13	25	63
senior management	111	67	17	2	2	5	19
Number of employees in total	3,990	2,727	262	60	93	185	662

Quantitative data including all active and inactive employees.

Average yearly employment according to experience

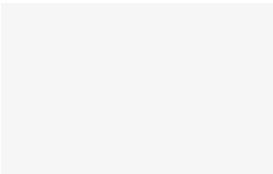
NUMBER OF EMPLOYEES WITH SENIORITY OF	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU- ANIA	ROMANIA	HUNGARY
less than 6 months	456	257	47	8	26	30	89
from 6 months to 2 years	916	590	93	18	19	48	149
from 2 to 5 years	796	562	48	16	24	49	98
from 5 to 10 years	531	366	35	12	13	33	71
from 10 to 20 years	680	423	39	6	12	22	178
more than 20 years	611	531	0	0	0	3	77
Number of employees in total	3,989	2,728	262	60	93	184	662

Quantitative data including all active and inactive employees.

Average yearly employment of employees with disabilities

	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU- ANIA	ROMANIA	HUNGARY
number of employees with disabilities	386	22	5	1	0	0	358

Quantitative data including all active and inactive employees.

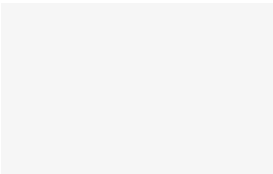


Hires and leaves of employees

	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU- ANIA	ROMANIA	HUNGARY
Number of new employees:							
less than 25 years old	460	263	69	15	37	0	76
25-34 years old	372	225	37	11	19	0	80
35-44 years old	181	99	19	8	10	0	45
45-54 years old	88	47	9	3	7	0	22
less than 25 years old	39	8	11	3	5	0	12
Number of new employees in total	1,100	642	145	0	78	0	235
Number of leaves:							
related to employee giving notice	382	145	54	21	46	0	116
related to termination of unpaid contract	158	110	34	2	3	0	9
related to termination of contract by the employer	395	288	0	11	3	0	93
related to collective redundancies	8	8	0	0	0	0	-
related to retirement	32	22	0	0	0	0	10,0
other reasons	4	1	3	0	0	0	-
Number of leaves in total:	979	574	91	34	52	0	228

Absences, accidents, accident rates

	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU- ANIA	ROMANIA	HUNGARY
Number of absent day:							
	43,028	33,908	1,782	446	904	226	5,934
caused by health	41,206	32,841	1,782	404	873	9	5,297
caused by work accident	1,187	890	0	32	8	45	212
unauthorized	635	177	0	10	23	0	425
Number of accidents:							
	82	53	0	2	1	0	26
at work resulting in least 1 absent day	50	35	0	1	1	0	13
transport related resulting in least 1 absent day	32	18	0	1	0	0	13
at work resulting in employee's death within 365 days	0	0	0	0	0	0	0
transport related resulting in employee's death within 365 days	0	0	0	0	0	0	0
Frequency of death rate (number of accidents at work per 1000 employed)	9.64	13	0	17	11	0	2



Number of training hours

	TOTAL	POLAND	THE CZECH REPUBLIC	SLOVAKIA	LITHU- ANIA	ROMANIA	HUNGARY
Number of training hours:							
within Académie AccorHotels	40,976	36,771	-	9	-	-	4,196
Within AccorHotels Managers	15,002	7,075	856	971	1,521	163	4,416
provided by external suppliers	11,240	6,652	2,357	459	651	43	1,078
Total	67,217	50,498	3,213	1,439	2,172	205	9,690
Number of employees participa- ting in at least in 1 training	3,572	2,388	277	56	127	2	722
The percentage of trained em- ployees	72%	72%	78%	59%	87%	1%	81%

The data in the chart present the percentage of trained employees after correcting by the rotation index.

Fuel, electric and thermal energy consumption and their estimated CO2 emissions impact

CATEGORY	FUEL AND ENERGY USE IN 2018				EMISSION OF CO ₂	
	unit		unit		unit	
Diesel fuel for Diesel engine	49,894	litre	1,148	GJ	42	Mg
Motor fuel	118,581	litre	1,872	GJ	90,944	Mg
Electric energy	88,154,441	kWh	377,027	GJ	65,554	Mg
Energy from burning natural gas	40,872,733	kWh	64,214	GJ	5,999	Mg
Thermal energy (district heating)	51,252,086	kWh	353,171	GJ	10,139	Mg
Total	797,433	GJ	172,679	Mg		

Data in the chart take into account hotels in Poland, the Czech Republic, Slovakia, Hungary, Romania and Bulgaria.

Electric energy and water consumption

	CONSUMPTION	CONSUMPTION INCREASE/DECREASE AS COMPARED TO 2017 (%)
Electric energy (MWh)	110,335,946	-0,3% (adjusted)
Water (m³)	587,872	-2%

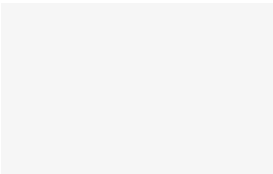
Data including hotels in Poland, the Czech Republic, Hungary, Romania and Bulgaria.
Values were adjusted to ensure comparability of data by accounting for weather and customer turnout.

07

GRI content index

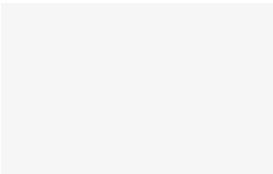


Ibis - Poland



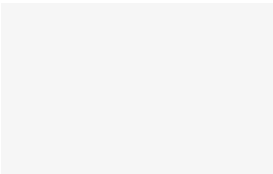
INDEX	SCOPE	GRI GUIDELINES	UN GLOBAL COMPACT PRINCIPLE	PAGE NUMBER/COMMENT
102-1	■	Name of the organisation		9
102-2	■	Primary activities, brands, products and services		10, 18
102-3	■	Location of the organisation's headquarters		Orbis S.A. ul. Bracka 16 00-028 Warszawa
102-4	■	Number of countries in which the organisation operates and their names		9
102-5	■	Nature of ownership and legal form of the organization		10
102-6	■	Target markets		9-10
102-7	■	Scale of operations		8-9
102-8	■	Information about employees		102-105
102-9	■	Value chain		50-53
102-10	■	Significant changes in the organisation and its supply chain		12, 24-27, 53
102-11	■	Application of the precautionary principle		Due to the nature of the company's impact on the environment, the precautionary principle applies to it in a limited way. However, if there are doubts over the harmfulness for the environment of a potential solution or activity, the precautionary principle will be applied.

INDEX	SCOPE	GRI GUIDELINES	UN GLOBAL COMPACT PRINCIPLE	PAGE NUMBER/COMMENT
102-12	■	External initiatives endorsed by the organization		16, 63, 70
102-13	■	Membership of associations		16
Strategy and analysis				
102-14	■	Statement by top management		4-5
Ethics and integrity				
102-16	■	The organisation's values, principles, standards and norms of behaviour	1-10	29-31, 36-37
Stakeholder engagement				
102-40	○	List of stakeholder groups in the organization		35, 94
102-41	○	Percentage of employees covered by collective agreements	3	61
102-42	○	Basis for identification and selection of the stakeholders involved		94
102-43	■	Approach to stakeholder engagement		35
102-44	■	Key issues and concerns raised by stakeholders		95
Report profile				
102-45	■	List of entities covered by the consolidated financial statement		94
102-46	■	The process of defining report contents		94
102-47	■	Important aspects identified in the process of defining report contents		94



INDEX	SCOPE	GRI GUIDELINES	UN GLOBAL COMPACT PRINCIPLE	PAGE NUMBER/COMMENT
102-48	■	Corrections to previous reports and their causes		94
102-49	■	Significant changes in relation to the previous report		94
102-50	■	Reporting period		94
102-51	■	Date of the previous report		February 2018
102-52	■	Reporting cycle		94
102-53	■	Contact point for report-related issues		97
102-54	■	Statement on reporting in accordance with GRI Standards		94
102-55	■	GRI content index		111
102-56	■	External verification of the report		94
ECONOMIC INDICES				
Anti-corruption measures				
205-2	o	Percentage of employees trained in the organisation's anti-corruption policies and procedures	10	37
205-3	■	Confirmed cases of corruption and action taken	10	None.
Breaches of free competition				
206-1	■	Legal action taken against the organisation due to breaches of free competition and monopoly practices		No action was taken against Orbis in this respect in the reporting period.

INDEX	SCOPE	GRI GUIDELINES	UN GLOBAL COMPACT PRINCIPLE	PAGE NUMBER/COMMENT
ENVIRONMENTAL INDICES				
Energy				
302-1	o	Energy consumption in the organisation	8	109
302-4	o	Energy consumption reduction	8	109
Water and waste water				
303-5	o	Water consumption	8	109
Emissions				
305-1	o	Direct greenhouse gas emissions	8	109
Compliance with environmental regulations				
307-1	■	Non-compliance with environmental laws and regulations		In 2018, no significant fines or non-financial sanctions were imposed on the organisation for non-compliance with environmental laws and regulations.
Environmental evaluation of suppliers				
308-1	■	Percentage of suppliers that have undergone environmental evaluation	8	54
SOCIAL INDICES				
Employment				
401-1	o	Recruitment of new staff and employee turnover		104-106
401-2	■	Additional benefits provided to full-time employees		58



INDEX	SCOPE	GRI GUIDELINES	UN GLOBAL COMPACT PRINCIPLE	PAGE NUMBER/COMMENT
Occupational Health and Safety				
403-9	o	Work-related injuries		107
403-10	o	Occupational diseases		107
Training and education				
404-1	o	Average number of training hours per year per employee	1, 6	108
404-2	■	Skills development programs that support job continuity and facilitate end-of-career management	1, 6	64-65
Diversity and equal opportunities				
405-1	o	Diversity among employees and management bodies	1, 6	62-63, 101
Non-discrimination				
406-1	■	Total number of discrimination cases (discrimination incidents) and corrective actions taken	6	None.
Local community				
413-1	■	Organisation departments that engage local community, analyse the impact on this community and carry out development programs		76
Evaluation of suppliers				
414-1	■	Percentage of new suppliers who have been selected based on meeting employment practices criteria		50, 53

INDEX	SCOPE	GRI GUIDELINES	UN GLOBAL COMPACT PRINCIPLE	PAGE NUMBER/COMMENT
Participation in public life				
415-1	■	Total value of support granted to political parties, politicians and institutions of a similar nature, broken down by country and recipient/beneficiary	10	PLN 0 (such activities are illegal)
Customer health and safety				
416-1	o	Health and safety impact assessment of products and services categories		80
416-2	■	Cases of non-compliance with regulations related to the impact of products and services on health and safety		None.
Marketing and labelling				
417-2	■	Cases of non-compliance with regulations related to product and service information		None.
Compliance with socio-economic regulations				
419-1	■	Non-compliance with socio-economic laws and regulation		In 2018, no significant fines or non-financial sanctions were imposed on the organisation for non-compliance with socio-economic laws and regulations.

■ full

o partial