



Prince Resorts Hawaii

January 4, 2022

Aloha Prince Ohana,

As we welcome the New Year, I want to sincerely thank you for your continued hard work and resilience in the face of so many obstacles. These last two years have been especially difficult, with the Covid-19/Omicron concerns, staffing shortages, serious weather conditions, just to name a few of the hurdles, but you have all stepped up to meet the challenges head on. Though it certainly has not been business as usual, you have managed to think creatively and pivot as needed. I am deeply grateful for your efforts and am excited to see what 2022 will bring,

I want to assure you that despite any changes to our executive team, the company's overall vision has not wavered - *Advance Prince Resorts Hawaii's portfolio by delivering market leading results via the creation of loyalty beyond reason with our guests and team members.*

Exceptional guest service and the safety and security of our team and our guests will always be a priority. I congratulate you for the recent accolades and awards we have received across all three properties. Looking forward, to maintain our high rankings, we must keep in mind that as occupancy continues to increase, so do guest expectations. We must do all possible to not only maintain our hard earned excellent reputation, but also must not allow ourselves to become complacent. I am counting on you to continue to look for innovative ways to meet rising expectations and exceed them.

Please continue to trust in your management team and the processes in place to guide us as we navigate the ever changing hospitality industry. With your support, I look forward to an amazing 2022 and wish you and your families a very happy, healthy and safe New Year!

Sincerely,

Shigeki Yamane  
President | Prince Resorts Hawaii