



ATLANTICA HOTELS & RESORTS – AT A GLANCE

SUSTAINABILITY REPORT

Atlantica Porto Bello Royal

Message:

Sustainability is the key to our survival on this planet and will also determine success on all levels.

Sustainability Department

ATLANTICA HOTELS&RESORTS AT GLANCE

Established about in 1980, Atlantica Hotels & Resorts has now grown into a hotel chain operating hotels in Cyprus, Greece and Egypt.

Through the years terms like:

- ✓ Customer focus
- ✓ Personalised Service
- ✓ Attention to detail
- ✓ Value for money
- ✓ Sustainability

Have become synonymous with Atlantica Hotels.

With a wealth of experience and an enviable reputation for quality of service, Atlantica Hotels wherever located, guarantee customer satisfaction at lowest environmental and social impact.

Maximizing the value chain in Customer Relationship at every Atlantica Hotel & Resort is essential to our long term success and viability.

Our customer-focused approach is founded on attracting, retaining and deepening the relationships with our customers.

Customer trust is our most valuable business asset and the foundation for our future growth.

Value is maximised further with working closely with our partners, communities and key account clients.

Atlantica Hotels & Resorts is one of the leading International hotel chains, we therefore have a great responsibility towards our destinations.

Due to the challenging economic, social and environmental periods, our main goal is to balance well the needs of these three main challenges and yet achieve highest customer satisfaction with minimum on the society and environment.



Responsible business is one of the company's most important values.

REPORTING PERIOD: 2015-2017

HOTEL OVERVIEW

Atlantica Porto Bello Royal Sustainability Team is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements.

Atlantica Porto Bello Royal is part of the Atlantica Hotels& Resorts chain of hotels and therefore has adopted all **corporate polices**:

Quality

Environmental,

Food Safety,

HSE

Community and

Human Resource Management

Atlantica Porto Bello Royal has evaluated its environmental and social impacts and below actions and measures are the ones carried out in order to minimize the impact from our activities. One of our main objectives is to maintain the Travelife Gold award for the 2017-2019 season as well as all ISO certifications.

SUSTAINABILITY PROGRAMME:

The hotel has developed its suitability programme where all responsibilities and time frames for its completion are set.

All hotel employees and management are engaged in the implementation of the environmental/sustainability programme.

Relevant action plan is set towards its completion which is furthermore evaluated and corrective actions set for an improvement.

Overall responsibility for the implementation and achievement of the targets in the sustainability programme lies on the Hotel Manager and Sustainability Team.

KEY ENVIRONMENTAL & SOCIAL ISSUES

ACTIONS & IMPROVEMENTS

WATER

Hotel is using water supplied by the Municipality Enterprise for Water and Sewage of Kos that is treated by automatic chlorinator and the level of chlorine is daily checked by the maintenance team. Also the quality of the water is monthly checked by microbiological laboratory.

Water consumption is recorded daily to calculate the usage and if it is possible to find ways to reduce it.

The hotel water target is 400 LIT PPPD.

- ❖ 2015 Water consumption was 490 lit PPPD.
- ❖ 2016 Water consumption was 450 lit PPPD.
- ❖ 2017 Water consumption till August was 400 lit PPPD

1. Water Saving Measures:

- a. Installed flow restrictors on taps in all guest rooms.
- b. Drip irrigation is used throughout hotel gardens.
- c. Aerator valves are installed on the water circuits.
- d. Flush valves on WC's allow half and limited flush to save water.
- e. Rooms have info cards for voluntary towel exchange system.
- f. Additional info in all rooms on water saving measures.
- g. Staff is encouraged to report leakages from taps, pipes etc. and maintenance is rectifying immediately such cases.
- h. All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.
- i. Implemented a chargeable pool towel service for extra towels than one per person.

WATER QUALITY:

- a. An extensive program of the microbiological and chemical pool water analysis is applied on a monthly basis.
- b. PH and other parameters are checked daily in all swimming pools and are regulated by the automatic dosing system.
- c. Microbiological analysis of potable water is performed on a monthly basis.
- d. Legionella analysis is done at least twice a year where various hotel spots are checked.
- e. The hotel has an agreement with the company of "Dimitra Liori" for the disposal of used oil. As a result, we prevent the disposal of fat and grease to the sewage system.

- f. Hotel's swimming pools incorporate a saline/salt water system for generating chlorine in order to minimize the use of chemical chlorine.

SEA WATER QUALITY:

- a. Microbiological analysis of sea water is performed on a monthly basis.

IRRIGATION:

- a. The gardens are irrigated with water from the biological plant. The water has been filtered and chlorinated according to the appropriate procedure, before it is used.

BIOLOGICAL PLANT:

A new automatic chlorination system (Redock) has been placed in the biological plant.

ELECTRICITY, FUEL&LPG

ENERGY

ENERGY CONSUMPTION:

- ✓ Electricity and LPG are monitored daily by the maintenance department in order to ensure the sensible daily consumption.

Electricity:

The hotel electricity target is 22kWh PPPD.

- ❖ 2015 electricity consumption was 11kWh PPPD.
- ❖ 2016 electricity consumption was 14 kWh PPPD.
- ❖ 2017 electricity consumption until August was 14.9 kWh PPPD.

LPG:

The hotel LPG target is 0.35lit PPPD.

- ❖ 2015 actual consumption was 0.33 lit PPPD.
- ❖ 2016 actual consumption was 0.28 lit PPPD.
- ❖ 2017 actual consumption until August was 0.29 lit PPPD.

Energy Sources:

Hotel is using:

- a. Electricity obtained from the Electricity Authority of Greece.

Electricity is used primarily for A/C, refrigerators, pumps, lights and other equipment.

- b. LPG obtained from “Nisogas”.
LPG is used for kitchen equipment.
- c. Diesel obtained from “Elin” Charitos.
Diesel is used for the Clark, the generators and the hotel bus.

ENERGY SAVING MEASURES:

Energy efficient lighting.

- a. LED in all rooms installed in 2015
- b. Fluorescent Lamps installed in all back of house areas
- c. All rooms are equipped with key card switches that turn off lights as guests leave room
- d. Use of natural light for the lighting of the lobby and breakfast restaurant if possible.
- e. Motion detectors are fitted in all public toilets.
- f. The information cards for Water and Energy Saving are placed in all guest rooms.
- g. All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

A/C EFFICIENCIES & FREON:

- a. Sensors deactivates A/C in rooms if guests opens balcony doors
- b. All rooms are equipped with key card switches that turn off A/C as guests leave room
- c. A/C in rooms is preset and does not go less than 22degrees
- d. CFCs or HCFCs are not used for A/C.
- e. There is a list with all equipment and the types of coolants in operation.

OTHER ENERGY EFFICIENCIES:

- a. All new electronic and electrical equipment is purchased having in mind the energy consumption.
- b. TVs go in sleep mode after 1 hour of operation if there is no touch on remote controls.

WASTE

WATER WASTE MANAGEMENT:

Dispose of waste water through the biological plant. The waste water sent to the biological plant is checked by “Ionlab”, analytical environmental quality control laboratories for water-food-soil, in order to be within the legal requirements for BOD and COD measurements.

Procedure is put in place to reduce the BOD and COD of the waste water by:

- ✓ Collection old cooking oil and disposing it through the approved supplier who uses it for biodiesel production.
- ✓ By using biodegradable chemicals
- ✓ Vinegar is used rather than chemicals for cutlery polish
- ✓ Dosing system used for concentrated

SOLID WASTE MANAGEMENT:

1. Reduction and reuse of paper consumption in the offices:
 - a. One sided printed paper is used as scrap paper and Furthermore recycled
 - b. E-mail is used extensively for messaging
2. Other non-domestic waste is separated for recycling which is:
 - ✓ **PLASTIC**
 - ✓ **METAL**
 - ✓ **PAPER**
 - ✓ **BATTERIES**
 - ✓ **CLUB BAR BATTERIES**
 - ✓ **BULBS**
 - ✓ **WEEE**
 - ✓ **WOODEN PALETS**
3. The Hotel provides large recycling bins, color coded and placed them each department for waste separation and recycling.
4. We encourage suppliers to reduce packaging (fruit, vegetable etc.)- purchasing departments checks the packaging upon evaluation of suppliers.
5. Buy products with recyclable packaging
6. Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar, sauces, etc.).
7. Shampoo and toiletries in public areas are in large dispensers
8. Sugar, salt & pepper in the main restaurant during breakfast are served in re-usable glass container.

MEASURING AND MONITORING PERFORMANCE

All the key issues are mentioned and analyzed in this report as well as in detailed Sustainability Programme.

Total Energy and Waste is monitored and records are kept which are furthermore analyzed in this report and in relevant programmes.

Our employees are trained and informed on all critical activities related to sustainability; trainings are structured and are carried out each year.

Our guests are also informed on hotel key activities and main achievements through the hotel info channel and info kiosk.

TRAININGS

- a. Our employees are trained at least once per season on environmental and sustainability subjects and trainings are recorded on the staff training records. See copy of the presentation carried out in 2015, 2016 & 2017.
- b. The hotel has environmental team and environmental team leader who is responsible to organize training on all environmental and social issues.

COMMUNITY ACTIVITIES

- a. 40% of the workforce at Atlantica Porto Bello Royal hotel is locally employed from the local area.
- b. Most of our employees return back every year for an employment, approximately 20% of employees do not return back and those are mostly seasonal (students, etc.) employees.
- c. All our employees have contracts which are according to the Greek Legislation. Additional benefits that we provide to our staff are food, uniform and accommodation for seasonal employees. Accommodation is provided to management staff as well whenever they require that. Where part of the contract, accommodation is provided throughout the season to management and other employees. Working hours as well as.
- d. Atlantica Porto Bello Royal hotel uses local suppliers from Kos and Rhodes. Local food and drinks such as fresh vegetables, meat, some wine, local cheeses and cold cuts, local breads are used within the hotel. The hotel also has approved suppliers list which is evaluated annually.

- e. The hotel makes donates after yearly renovations. (SEE our charities and volunteering info)
- f. Care for local flora & fauna, we try to protect every living organism which constitutes an important link in the chain of life and we try to take care of them as best as we can.
- g. Every 5th of June, hotel celebrates the World Environment Day – participating in activities. The staff and the guests made an effort to raise awareness this year by organizing several activities such as cleaning the beach, showing documentaries on the guests’ TVs, reducing the lights at the bars.
- h. Every year the hotel organizes beach and area cleaning which is a municipal area. For the current year 2017 the beach cleaning has already been conducted.
- i. Atlantica Hotels and resorts Webpage displays all environmental and social activities of the group including Atlantica Porto Bello Royal.
- j. The information cards for Water and Energy Saving are placed in all guest rooms and public areas. All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.
- k. Information are given on the check-in about the use of key in the rooms and energy saving.
- l. A box in which donations can be made is placed at the Lobby bar. In this box we are trying to raise money for the animal shelter ‘Animal Rescue’, an organization which takes after stray animals.
- m. The hotel every year collects plastic bottle caps in order to help disabled people to acquire a wheelchair.

Additional note on hotel's objectives and measurable targets:

For environmental and social targets look at the detailed environmental program which shows measurable indicators for all set targets as well as evaluation of those.

**The Atlantica Porto Bello Royal
Sustainability team**

