

# ATLANTICA MARMARI PALACE HOTEL SUSTAINABILITY REPORT



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## ATLANTICA HOTELS & RESORTS – AT A GLANCE

Established in 1980, Atlantica Hotels & Resorts has now grown into a hotel chain that currently operates over 45 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.

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: 2019 - 2021****HOTEL OVERVIEW:**

Atlantica Marmari Palace Hotel Sustainability team is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements.

Atlantica Marmari Palace is part of the Atlantica Hotels & Resorts chain of hotels and therefore has adopted all **corporate policies:**

**Quality,  
Environmental,  
Food Safety,  
HSE,  
Community,  
Human Resource Management and  
Covid-19**

Atlantica Marmari Palace 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.

**SUSTAINABILITY PROGRAMME (TARGETS):**

The hotel has developed its environmental & suitability programme where responsibilities and completion time frames have been 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

### WATER

Water is sourced in the following way:

- From water drilling.

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THE HOTEL WATER TARGET IS 490 LIT PPPD.

#### ACTUAL CONSUMPTIONS:

- 2019: 590 LIT PPPD – Target not met
- 2020: 940 LIT PPPD – Target not met
- 2021: 760 LIT PPPD until end of August

The deviation for 2019 was due to some leakages that were identified and fixed after closing of the hotel. Deviations of both 2020 & 2021 targets is mainly due to the reduced number of bed nights and the lower occupancy these years is due to the Covid-19 pandemics. Also, the preparation and maintenance of all swimming pools from April to May 2021 as well as the irrigation of gardens for the same period has contributed in those deviations.

#### WATER SAVING MEASURES:

- Installed flow restrictors on taps in all guest rooms.
- Rooms have info cards for voluntary towel exchange system.
- Additional info in all rooms on water saving measures.
- Staff is encouraged to report leakages from taps, pipes etc. and maintenance is rectifying such cases immediately.
- All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.
- Watering of plants is done in morning hours.

### WATER QUALITY:

#### ACTIONS TAKEN FOR ENSURING HIGH WATER QUALITY:

- An extensive program of the microbiological and chemical pool water analysis is applied on a monthly basis.
- pH and other parameters are checked daily in all swimming pools.
- Microbiological analysis of potable water is performed on a monthly basis.
- Legionella analysis is done at least twice a year where various hotel spots are checked.

## IRRIGATION:

### SOURCES AND WAYS:

- The gardens are irrigated with water from drilling.
- Irrigation is being carried out early in the morning or late in the afternoon.

## ELECTRICITY, FUEL & LPG

### 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 26.5 KWH PPPD.

### ACTUAL CONSUMPTIONS:

- 2019: 15.30 kWh PPPD – Target met
- 2020: 23.05 kWh PPPD – Target met
- 2021: 16.98 kWh PPPD until end of August

As part of the Covid-19 preventive measures, the A/C operates in all public areas with an addition of 100% fresh air. Sensor that deactivates the A/C in guest rooms when opening balcony doors, is also not functional due to Covid-19 preventive measure.

**LPG:** THE HOTEL LPG TARGET IS 3.25 KWH PPPD.

### ACTUAL CONSUMPTIONS:

- 2019: 1.16 kWh PPPD – Target met
- 2020: 1.43 kWh PPPD – Target met
- 2021: 2.52 kWh PPPD until end of August

**DIESEL:** Diesel is only used for generators. The target is not set for Diesel as it is used only in case of power cuts.

### ACTUAL DIESEL CONSUMPTIONS:

- 2019: 1.29 kWh PPPD
- 2020: 1.44 kWh PPPD
- 2021: 1.79 kWh PPPD until end of August

## ENERGY SOURCES:

### SOURCES:

- Electricity was obtained from DEI until December 2020. Since then it is obtained from the NRG, a privately-owned energy company because it offers services of higher quality, at competitive prices and uses environmentally friendly technologies. Also, the company is qualified with ISO 14001:2015 and ISO 9001:2015. Electricity is used mostly for A/C, refrigerators, pumps, lights and other departments as kitchen, maintenance and public areas.
- LPG obtained from KosGaz.
- Diesel obtained from EKO is used only for generators.

## ENERGY SAVING MEASURES:

### SAVING MEASURES:

#### Energy efficient lighting

- In rooms, whenever there is a break in old bulbs, they are replaced with LED ones.
- Fluorescent Lamps and LED installed in all back of house areas.
- All rooms are equipped with key card switches that turn off lights as guests leave room.
- Use of natural light for the lighting of the lobby and breakfast restaurant if possible.
- The information cards for Water and Energy Saving are placed in all guest rooms.
- All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

#### AC efficiencies and freon

- A/C in rooms is preset and does not go less than 23°C.
- CFCs or HCFCs are not used for A/C.

#### Other energy efficiencies

- All new electronic and electrical equipment purchases are based in energy consumption.
- Room TVs goes to sleep mode after 1 hour of operation if there is no touch on remote control.

## WASTE

### WATER WASTE MANAGEMENT:

#### DISPOSAL OF WASTE WATER:

- The hotel has its own biological plant within the legal requirements for BOD and COD limits.
- An extensive programme of chemical and microbiological water analysis is applied on a monthly basis.

### SOLID WASTE MANAGEMENT:

#### TARGET: 1.5KG PPPD

- 2019: 0.93 kg PPPD – Target met
- 2020: 1.11 kg PPPD – Target met
- 2021: 0.98 kg PPPD until end of August

#### REDUCTION & RECYCLING OF WASTE:

- In the offices one sided printed paper is used as scrap paper and furthermore recycled. E-mail is used extensively for messaging.
- Other non-domestic waste that is separated for recycling is:
  - ✓ **Plastic**
  - ✓ **Metal**
  - ✓ **Paper**
  - ✓ **Batteries**
  - ✓ **Bulbs**
- Hotel has placed in each department large recycling bins, color coded for waste separation and recycling.
- Suppliers are encouraged to reduce packaging (fruit, vegetable, etc), purchasing department checks the packaging upon evaluation of suppliers.
- A large number of products bought has recyclable packaging.
- Buying in bulk (chemicals, oil, water, spices, sauces, etc.)
- One use plastic cup is replaced by re-usable polycarbonate glasses.
- Plastic straws are replaced by biodegradable paper or pasta straws.

### CERTIFICATIONS & AWARDS

- Travelife Gold
- ISO14001:2015
- ISO 22000:2018
- Covid Shield, High level

## ENGAGEMENT

Hotel supports organisations such as:

- Animal Rescue Kos
- Lions of Kos
- Gopa project

## EMPLOYEES

1. 32 training hours per employee
2. 35.6% of local employees (target set at 50%)
3. 44.7% of female vs 55.3% male
4. 99.98% full time staff vs part-time

## PROCUREMENT

1. 100% Greek suppliers
2. 22.15% of local suppliers from Kos area.
3. 86% of Suppliers with Quality & Environmental certifications (ISO22000, ISO9001, ISO14001 etc).

## COMMUNITY ACTIVITIES

Each year the hotel sets as target at least 1 community activity. Last 3 years activities that took place were:

- The hotel participated with its staff volunteers in cleaning the municipal beach area as well as the surroundings of the hotel's location during 2019, 2020 & 2021 season.
- Every year to celebrate World's Environmental Day, our hotel volunteering staff along with guests are taking part in planting event.
- Every year food is delivered to the local nursing home.
- Every year hotel's maintenance department helps in renovation of Lagoudi's church "Panagia".
- Hotel donated office furniture and IT equipment to fire brigade on 2021.
- Blood donation was performed on 2019.
- Food, water and single-use masks were provided to fire victims during the 2021 Kos fires.

### **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. Contact us on [marmaripalace@atlantichotels.com](mailto:marmaripalace@atlantichotels.com) if translation to any other language required.

## COMPANY POLICIES:

<https://www.atlantichotels.com/information/sustainability>

**The Marmari Palace Sustainability team**