

ATLANTICA MARMARI PALACE HOTEL SUSTAINABILITY REPORT



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: 2017 - 2019**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 Thalassa 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 Thalassa Hotel 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 own drilling
- From municipality of Kos through the water supply network

THE HOTEL WATER TARGET IS **460 LIT PPPD**.

ACTUAL CONSUMPTIONS:

- 2017:473 LIT PPPD
- 2018: 520 LIT PPPD
- 2019: 619 LIT PPPD

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.
- The hotel has an agreement with the company “Liori Dimitra” for the disposal of used oil. As a result, we prevent the disposal of fat and grease to the sewage system

IRRIGATION:

SOURCES AND WAYS:

- The gardens are irrigated by using the hotel's drilling water system.

ELECTRICITY, FUEL&LPG

ENERGY CONSUMPTION:

- ✓ Electricity and LPG are monthly monitored in order to ensure the sensible consumption.

ELECTRICITY: THE HOTEL ELECTRICITY TARGET IS 15 KWH PPPD.

ACTUAL CONSUMPTIONS:

- 2017: 45.23 kWh PPPD
- 2018: 37.95 kWh PPPD
- 2019: 14.9 kWh PPPD (until 30/9)

LPG: THE HOTEL LPG TARGET IS 150.15 LT PPPD

ACTUAL LPG CONSUMPTIONS:

- 2018: 0.11 LT PPPD
- 2019: 0.09 LT PPPD

DIESEL: After installation of LPG system, diesel is only used for generators and thermal shocks. The target is not set for Diesel as it is used only in these occasions.

ACTUAL DIESEL CONSUMPTIONS:

- 2019: Consumption was 0.11 LT PPPD

ENERGY SOURCES:

SOURCES:

- Electricity obtained from the Electricity Authority of Greece is used mostly for A/C, refrigerators, pumps, lights and other departments as kitchen, maintenance and public areas.

- LPG obtained from 2018 is used for kitchen equipment and bar heaters.
- Diesel obtained from 2019 is used only for generators and thermal shocks.

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

- All rooms are equipped with key card switches that turn off A/C as guests leave room.
- A/C in rooms is preset and does not go less than 23°C.
- CFCs or HCFCs are not used for A/C.
- There is a list with all equipment and the types of coolants in operation.

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:

- Waste water is treated through the own biological plant and water samples are randomly checked by external contractor (Bio Lab) in order to ensure that legal microbiological requirements as well as BOD and COD limits are met.

There are procedures in place to reduce BOD and COD of waste water:

- Collection of used cooking oil in barrels and taken by an authorized supplier who uses it for biodiesel production.
- Collection of fat and grease in the specialized traps and disposed by an authorized subcontractor as solid waste
- Use of vinegar instead of chemicals for cutlery polishing.

SOLID WASTE MANAGEMENT:

TARGET: 2 KG PPPD

- Actual 2019: 0.72 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 have recyclable packaging.
- Buying in bulk (chemicals, oil, water, spices, sauces, etc.)
- Shampoo and toiletries in public areas are placed in large dispensers

- Sugar, salt and pepper in the main restaurant during breakfast are served in re-usable glass container.
- No use of plastic straws for drinks in both bars.
- One use plastic cup is partially replaced by re-usable polycarbonate glasses. We estimate the reduction of plastic cups by 50% in 2019.

CERTIFICATIONS & AWARDS

- ISO14001:2015
- ISO22000:2005
- Travelife Gold

ENGAGEMENT

Hotel supports number of the local and international organisations such as:

- Animal Rescue Kos

EMPLOYEES

1. 57 training hours per employee
2. 49% of Local Employees
3. 41 Vs 59% of Female Vs Male
4. 7 Vs 93 % of full-time staff Vs part time staff

PROCUREMENT

1. 98% Greek suppliers.
2. 43.5% of local suppliers (from Kos).
3. 81% of Suppliers with Quality & Environmental certifications (ISO 9001, ISO 22000, ISO 14001, EMAS,etc).

COMMUNITY ACTIVITIES

- Planting on 05/06/2019 (World Environmental day)
- Blood donation on 11/09/2019

COMPANY POLICIES:

For the Atlantica Group Sustainability activities and all company polices please visit:

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