

ATLANTICA HOTELS & RESORTS – AT A GLANCE

About Established in 1980, Atlantica Hotels & Resorts has now grown into a hotel chain that currently operates 47 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.

ATLANTICA HOLIDAY VILLAGE RHODES SUSTAINABILITY REPORT

REPORTING PERIOD: 2016-2018

HOTEL OVERVIEW

Atlantica Holiday Village Rhodes Sustainability Team is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements.

Atlantica Holiday Village Rhodes 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 Holiday Village Rhodes 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 2018-2020 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

ENERGY

WATER

Hotel is using water supplied by D.E.Y.A.R.

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 770 LIT PPPD.

- ❖ 2016 Water consumption was 500 lit PPPD.
- ❖ 2017 Water consumption (April until September) it was 610 lit PPPD.
- ❖ 2018 Water consumption (May until August) it was lit 609 PPPD.

The water consumption is being reduced for the past 3 years.

Our 2018 target is to keep the water consumption on lower levels comparing to 2017 and below our Target. After the environmental program (targets) evaluation in 2018 August, the water consumption season to end of August for the hotel was 492 LIT PPPD and it is expected that target will be met until the end of the year. Daily monitoring is carried out in order to ensure water consumption is according to our targets.

1. Water Saving measures:

- a. Installed flow restrictors on taps in all guest rooms.
- b. Drip irrigation is used throughout hotel gardens.
- c. Flush valves on WC's allow half and limited flush to save water.
- d. Planted plants that are less water demanding.
- e. Rooms have info cards for voluntary towel exchange system.
- f. Additional info in all rooms on water saving measures.
- g. Service of guestrooms from Housekeeping is partially on Sundays.
- h. Staff is encouraged to report leakages from taps, pipes etc. and maintenance is rectifying immediately such cases.
- i. All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

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.

- c. Indoor pool is sanitized with bromium.
- d. Microbiological analysis of potable water is performed on a monthly basis.
- e. Legionella analysis is done two times a year where various hotel spots are checked.
- f. Purchased a pot washer in the main kitchen in order to avoid the manual washing of pots with running water
- g. Implemented a chargeable pool towel service for extra towels than one per person.
- h. Cl is checked daily in the potable water tank and recorded while being regulated from the automatic dosing system
- i. Our Hotel has an agreement with the Sewage Board of Rhodes in order to prevent contamination of underground water and soil, limit amount of oil and fat thrown in Sewage Board System pipe systems. We have installed 2 collectors in Main kitchen and 2 collectors in Snack Restaurant & 1 in the Italian restaurant.
- j. The Holiday Village Rhodes is currently researching the possibility of installing ozonisation system for all the hotels pool.

SEA WATER QUALITY:

- a. The beach water in front of the hotel has been checked on the 05/07/2018 and the results are “excellent quality of water”.

ELECTRICITY, FUEL&LPG

ENERGY CONSUMPTION:

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

Electricity:

The hotel electricity target is 21kWh PPPD.

- ❖ 2016 electricity consumption was 19.73kWh PPPD target was achieved.
- ❖ 2017 electricity consumption was 18.88kwh PPPD target was achieved.
- ❖ 2018 electricity consumption was (May until August) is 19.39kwh PPPD. It is expected that the electricity is kept on this level till the end of the season (During October and November A/C and heating will not be required and this will contribute towards meeting the target).

ENERGY SOURCES:

Hotel is using:

- a. Electricity obtained from the Electricity Authority of Greece (DEI).
Electricity is used primarily for A/C, refrigerators, pumps, lights and other equipment.
- b. Diesel - Unleaded obtained from SILK OIL.
Diesel is used for at the generators and Unleaded for hotel car.

ENERGY CONSUMPTION

- a. Electricity, gas and diesel are recorded daily/weekly/monthly by the maintenance department in order to spot and correct any irregular/increased consumption.

ENERGY SAVING MEASURES:

Energy efficient lighting.

- a. LED and energy saving bulbs widely available in the hotel; Covering more than 95% of hotel areas. All new bulbs replacing old or bifunctional bulbs are energy saving.
- b. Florescent Lamps installed in all back of house areas
- c. Timer lighting system and BMS for indoor & outdoor public areas, as well as photocell system in the parking area.
- d. All rooms are equipped with key card switches that turn off lights as guests leave room
- e. All of our PC equipment is plugged into Uninterruptible Power Supply (UPS) systems. UPS systems create a stable current and contain a battery saving set up that reduces the power consumption by up to 10%.
- f. Use of natural light for the lighting of the lobby and breakfast restaurant if possible.
- g. Tv's go in sleep mode after 1 hour of operation if there is no touch on remote controls
- h. Motion detectors are fitted in all toilets as a place of infrequent use by the public.
- i. The information cards for Water and Energy Saving are placed in all guest rooms.
- j. All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.
- k. All electromechanical equipment being purchased is energy efficient and following all environmental guidelines as stated by European law.

A/C EFFICIENCIES & FREON:

- l. Sensors deactivates A/C in rooms if guests opens balcony doors
- m. All rooms are equipped with key card switches that turn off A/C as guests leave room
- n. A/C in rooms is preset and does not go less than 22degrees
- o. CFCs or HCFCs are not used.
- p. All systems are monitored by the hotels BMS system.

There is a list with all equipment and the types of coolants in operation.

OTHER ENERGY EFFICIENCIES:

- q. All new equipment is purchased according to our group purchasing policy where energy efficiency is taken into consideration as one of the main criteria. We only purchase equipment which is energy efficient.
- r. Tv's 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

- a. All waste water is disposed through the hotels sewage system.
A continuous effort is done to avoid high capacities of oil, fat, cream etc. to pollute waste water:
- b. Procedure are 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.
 - ✓ Collection of fat and grease in the specialized traps and disposed by an authorized subcontractor as solid waste.
 - ✓ By using biodegradable chemicals
 - ✓ A new cutlery polisher was purchased this year and that resulted in reduction of usage of vinegar and completely the use of chemicals.
 - ✓ Dosing system used for concentrated.
- c. In all hotel outlets we use Diversey biodegradable chemicals which are conformed to the **European legislation 648/2004**

SOLID WASTE MANAGEMENT:

The Hierarchy 3 R in waste management is our priority.
Furthermore, recycling is fully implemented at the hotel as it is a legal requirement.

Below are the reduction and re-use measures implemented in various waste categories.

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. Reduction of plastic usage:
 - a. One use plastic cups are replaced by re-usable polycarbonate glasses.
 - b. Plastic straws have been removed from public areas.
3. Other non-domestic waste is separated for recycling which is:
 - ✓ PLASTIC
 - ✓ METAL
 - ✓ PAPER
 - ✓ BATTERIES
 - ✓ BULBS
 - ✓ WEEE
 - ✓ TONNER & CARTRIDGE
 - ✓ OIL
 - ✓ GLASS
4. The Hotel provides large recycling bins, color coded and placed them each department for waste separation and recycling.
5. We encourage suppliers to reduce packaging (fruit, veggies etc.)-purchasing departments checks the packaging upon evaluation of suppliers.
6. Buy products with recyclable packaging
7. Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar, sauces, etc.).
 - a. Shampoo and toiletries in public areas are in large dispensers
 - b. Sugar, salt & pepper in the main restaurant during breakfast is served in re-usable glass container; individual packaging is eliminated.
 - a. Ceased the use of plastic bags in guestrooms room bins.

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.
- b. Regarding our employees trainings, in 2016 our Hotel provided in total 1302 hours of training, in 2017, 1177 hours and for 2018, 1228 hours so far.
- c. The hotel has environmental team and environmental team leader who is responsible to organize training on all environmental and social issues.
- d. The good environmental practices are also displayed in staff room so it can be a reminder to all employees what should be done on a daily basis.

COMMUNITY ACTIVITIES

- a. 80% of the workforce at Atlantica Holiday Village Rhodes is locally employed from the local area.
- b. For the past 4 years we have been employing an individual suffering from mental illness offering full payment and benefits always in accordance with the government institution that is housing him.
- c. 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.

- d. All our employees have contracts according to the Greek Legislation. Additional benefits that we provide to our staff are food, uniform, free transport and accommodation for seasonal employees.
- e. Atlantica Holiday Village Rhodes uses local suppliers from Greece for approximately 70% of its total food and beverage consumption. 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.
- f. The hotel participated in cleaning the municipal beach near the Hotel.
- g. On 5th of June, the hotel celebrated the World Environment Day – participating in beach cleaning we presented the guests with a beekeeper that did a demonstration, we participated in the **“Beating Plastic Pollution”** initiative. The staff and the guests made an effort to raise awareness by organizing several activities such as cleaning the beach and the municipality roads, planting olive trees, recycling lamps and batteries.
- h. Information on the check-in about the use of key in the rooms and energy saving.
- i. The hotel on the 24th of August the Hotel participated and hosted the blood donation initiative organised by the Atlantica group.
- j. On a yearly basis the hotel gathers large quantities of plastic bottle caps for the wheelchair initiative(already over 50 kilos).
- k. Furthermore annually we donate to the animal shelter of Rhodes the amount gathered by both guests and staff members in the hotel.
- l. The hotel gathered staff donations and sent them to the Red Cross account for the fire afflicted people in Attiki.
- m. The Holiday Village Rhodes as a hotel and the Group as a whole donated to the fire afflicted people in Attiki both food items and personal hygiene items.
- n. The hotel will donate to charity towels, bath robes, and pillows.
- o. The hotel donated 20 chairs for 2 municipality medical centers.
- p. Hotel has provided food and drinks to immigrants on several cases the past 4 years.

- q. Our hotel every single time that there is a fire in our island is supporting the firefighting teams with food, drinks and any necessary tools we are able to provide for firefighting.
- r. Every Monday evening we organize a local supplier day in the hotel where local suppliers exhibit their products and guest are getting familiar with the local products, the procedure needed in order to produce them and of course they can purchase any product they wish.
- s. Atlantica Hotels and resorts Webpage display all environmental and social activities of the group.
- t. Our info kiosks and touch TV screen displays all environmental and social activities of the group.
- u. 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.
- v. Information on the check-in about the use of key card and energy saving.

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 Holiday Village Rhodes
Sustainability team**