



January 2024,v2

# Sustainability in action

Building a Future-Focused Business Model

ATLANTICA  
HOTELS & RESORTS



# OUR MISSION & VISION



## Our Mission...

Our mission is to be guided by ETHOS, demonstrating the principles that drive our success and define our identity as a company.

To re-define the art of hospitality by inspiring unforgettable experiences that captivate the senses, enrich the soul, and create lifelong memories for every guest, in every destination we touch.

## Our Vision...

Empowering Exceptional Hospitality Experiences.

Our vision is to be the beacon of warmth and excellence in hospitality, setting new standards of service, innovation, and sustainability, while embracing diversity and celebrating the unique cultures of the world.

Spreading the essence of hospitality far and wide, by consistently delivering exceptional experiences to each guest, in every hotel, on every occasion is what we aim for.

# OUR VALUES



## We believe in...

Customer trust stands as our foremost asset, laying the groundwork for our ongoing expansion.

Ensuring the utmost value in Customer Relationships is paramount to the long-lasting success of every Atlantica Hotel & Resort.

Our dedicated commitment is centered on cultivating, preserving, and enriching these connections. At the core of our ethos lies the invaluable trust we cultivate with our customers—a cornerstone for our sustained prosperity.

Our strategy revolves around customer-focused approach, on attracting, retaining and deepening our relationships.

Through our management system certifications, we guarantee the delivery of top-tier services and products to our clients and partners while minimizing our environmental and social footprint, it enhances our ability to fulfill our mission efficiently.




OUR GOAL IS COMMITMENT TO A SUSTAINABLE DEVELOPMENT AND CONTINUOUS IMPROVEMENT TOWARDS GREATER ACHIEVEMENTS.



- As a leading group of hotels, we recognize that:
- People
- Communities
- Quality
- Sustainability and
- Safety are vital to the success of our business.
  
- Recognizing the increasing demand for sustainability among our customers, we've seamlessly integrated sustainable practices into our daily operations.
- Our commitment is to consistently enhance our environmental performance year after year.
- Moreover, all our hotels proudly hold certifications from esteemed standards for Environmental and Sustainable Development, including ISO 14001, EMAS, and Travelife.
  
- Atlantica Group is dedicated to ongoing service enhancement, meeting current legal standards, achieving the highest quality demanded by our customers, enhancing our brand value, and fostering sustainable development to benefit the communities where we operate and reside.

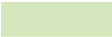
# OUR OBJECTIVES &



- “Sustainable development is the pathway for the future we want for all. It offers a framework to generate economic growth, achieve social justice, exercise environmental stewardship and strengthen governance.”

- Ban ki-moon

# OUR APPROACH TOWARDS ACHIEVING SUSTAINABLE DEVELOPMENT OBJECTIVES



# OUR COMMITMENT

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## IMPROVEMENTS

We improve the insulation to prevent heat / cooled air loss.

## SUSTAINABLE DEVELOPMENT

We use solar and photovoltaic panels for production of on-site green energy

## PURCHASE

We wisely choose energy efficient equipment & Lighting towards reduced electricity/fuel use.

## POWER

We switch fossil fuel for electricity use - electricity provider in our country produces certain percentage of electricity by using renewable energy sources (wind and solar power).

## TECHNOLOGY

Our A/C system will automatically switch-off as soon as you open your balcony door.

## PEOPLE

We train all our employees how to sensibly use electricity.

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# ENERGY RESOURCES

ATLANTICA group has made a central agreement with privately owned energy provider, ELPEDISON and Watt & Volt for its owned hotels in Rhodes, Crete, Kos and Corfu in the following areas:



## ELECTRICITY PRODUCTION

Based on Natural Gas, Diesel and RES(renewable energy sources) units. According to the latest data available, the percentage of RES in their total production was over 38%.

## NET METERING APPROACH

Net metering gives us the credit for returning solar electricity to the grid, and it offsets electricity that we took from the utility in the future -- giving us the full economic value of all the light energy that our photovoltaic panels produce.

## NET METERING ACTION PLANS

Net Metering (consumption offsetting program) has been agreed for the installation of Photovoltaics on the hotel properties roofs.

The first phase of Net Metering includes hotels in Rhodes and Kos where 1730 photovoltaic panels have been installed. Islands of Crete and Corfu will follow and the estimated time of completion is during the season 2023-2024.

## FUTURE FUELLING

52 double Charge Spot (vehicle chargers) in cooperation with Watt & Volt have been installed in owned hotels in Rhodes, Kos, Crete and Corfu .



# CONTROL & REDUCTION OF CO2 EMISSIONS

## CERTIFICATIONS

90% of Atlantica hotels hold valid ISO 14001 management systems certification for managing energy efficiency in the right manners.

## KPI

24kWh (average) of electricity consumption per person per day is our target throughout the group.

## SIGNIFICANT MILESTONES:

A 20% reduction in CO2 emissions achieved between 2019 -2023, across the group.



# ON-SITE RENEVABLE ENERGY PRODUCTION



VEHICLES DOUBLE CHARGING STATIONS.



PV PANELS COVERED PARKING



PV PANELS ON THE HOTEL PROPERTIES ROOFS.



IMPROVEMENT ENVIRONMENTAL FOOTPRINT (1ST YEAR) 753 TONS OF CO2 \*

ELECTRICITY PRODUCTION BY PV SYSTEM (1ST YEAR) 1,569,792KWH

AVERAGE IMPROVEMENT IN RELATIONSHIP WITH THE EXISTING FOOTPRINT ~6%



# Your contribution matters greatly! Explore ways to engage and make an impact.



CONTROL & REDUCTION  
OF CO<sub>2</sub> EMISSIONS

01

Beyond energy savings, the correct use of the air conditioning unit's thermostat contributes to your own comfort.

The ideal temperatures are 23-24° C for the summer period.

**Do not leave any doors or windows open when the A/C is on.**

02

**You can switch off the air-conditioning when not in the room.**

Because our windows are double glazed and walls are well-isolated, the room will not be overheated during the day and it will take only a couple of minutes to cool your room upon your return.

03

**Even though all of our lighting is LED, please do not leave all lights on in your room for no reason.**

Our mini fridges are A+ energy rating, however, its efficiency will be increased if the doors are kept closed and thermostat is not tampered with.



# MARE VILLAGE

NEW PROJECTS

BUILDINGS TECHNICAL SPECIFICATIONS



MARE VILLAGE  
AYIA NAPA &  
PAPHOS



# BUILDING SPECIFICATIONS

1. Use of the 80mm exterior building and roofing insulation to minimize heat gains and air-conditioning demand. (Building energy class B+).
2. Use of low Uf-value (high thermal insulation) aluminum entrance doors (Bungalows), sliding doors & windows complete with low R-value insulating double glazing assemblies for guestrooms and public areas.
3. Installation of energy efficient split air-conditioning units (ESEER>6,10 \_energy class A++), in Bungalows, managed by central control system.
4. Installation of energy efficient VRF air-conditioning units (ESEER>6,45), in Building Blocks guestrooms, managed by central control system.
5. Smart guestroom automation systems with occupancy sensors, detectors, limit switches to minimize throughout electrical consumption.
6. Energy efficient in room stationary and movable equipment (energy class >A).
7. Use of LED lighting in guestrooms, public areas and service areas, where necessary in public and service areas PIR sensors were installed for lighting control.
8. Hot water production, utilizing High Efficiency high temperature Heat Pumps, Heat Reclaimed from the air-cooled roof top VRV Heat Recovery units and dedicated Water to Water Medium temperature Heat Machines. It should be noted that the Heat Machines during operation produce chilled water which is delivered to the air conditioning system, lowering the operation of the Chiller.

MARE VILLAGE  
AYIA NAPA &  
PAPHOS



# BUILDING SPECIFICATIONS

9. Energy efficient Heat Recovery AHU's, in main building public areas, designed to operate in FREE COOLING mode during intermediate periods.
10. Controllable, full inverter technology supply and exhaust fans (kitchens, service areas).
11. Energy efficient inverter technology IE3 & IE4, booster sets & circulating pumps.
12. BEMS system to monitor and control automatically & efficiently all electro-mechanical systems and equipment.
13. Use of pre-insulated PPR pipes for heating/chilled water distribution in SPA and New Restaurant buildings, to minimize losses/gains.
14. Use of pre-insulated PPR pipes for domestic water distribution in clusters, (in ground and service corridors), to minimize heat losses.
15. Installation of WC dual flush mechanisms, flow limiters in guestroom faucets & sensor operated public areas faucets, to control domestic water consumption. Installation of flow meters to monitor consumption and check for leaks.



MARE VILLAGE  
AYIA NAPA &  
PAPHOS



# BUILDING SPECIFICATIONS

- 16, Installation of energy efficient Central Cold Storage depot with low U-value flooring, doors and panels complete with full inverter technology close temperature control cooling systems.
17. Installation of cost effective-consistent disinfectant production electrolysis systems for pools sanitation.
18. We advise our customers to use water sensibly, relevant info is available in all guest rooms and public areas info channels
19. We have invested in modern bathroom design towards less water use by installing flow control devices.
20. The water flow for sustainable and yet comfortable shower is 10lit per minute and water tap flow is 4-6lit per minute.
21. We water our gardens at specific times of the day and we use water sprinklers for lower water consumption
22. We train all our employees on energy use.
23. Gardens planted with native and indigenous plants of the Mediterranean region suitable for the local conditions of soil, temperature requiring limited water needs. The gardens are irrigated, from reclaimed irrigation water provided by the local council, through automated control.

## WE MAKE EFFORTS TO ENSURE THAT EVERY DROP COUNTS!

Our water strategy focuses on measuring water consumption and translating the data into relevant metrics.

These metrics are used by Hotel Team Members and Management to drive decisions and set goals to improve performance and long-term value.

This is achieved through the Tarvelife & ISO 14001 GSTC/management systems implementation.

### THIS IS WHAT WE DO TO REDUCE THE WATER CONSUMPTION:

- We have invested in modern bathroom design towards less water use.
- The water flow for your sustainable and yet comfortable shower is 10lt per minute and water tap flow is 4-6lt per minute.
- We water our gardens at specific times of the day and we use water sprinklers for lower water consumption.
- We train all our employees how to sensibly use water.
- We implement linen and towel change policies and procedures.



### OBJECTIVES& KPIS

400 liters(average) of water consumption per person per day is our KPI throughout the group.

# WATER MANAGEMENT



- In every guest room/info kiosk there is available information regarding sustainable development in Atlantica Hotels & Resorts.

THIS IS HOW WE ENCOURAGE OUR GUEST  
CONTRIBUTING TO OUR EFFORTS IN WATER  
MANAGEMENT:

- By having as a first option of taking a shower, instead of taking a bath, a person can save up to 500 liters of water.
- Do not leave the water taps running.
- Report any fault or leak immediately.
- To use their pool and rooms towels more than once. Specifically, to hang towel up if they choose to reuse or to place towel on the floor if they wish replacing.
- Changing of linens take part every other day. If they need additional change, they have to contact the reception desk.



# WATER MANAGEMENT

# WATER IN PUBLIC AREAS



- In our efforts to reduce the single plastic use, we no longer serve water in single plastic bottles, instead, we have provided free of charge water stations around the hotel, so guests can serve their selves with always available fresh and cooled water.
- It is our company policy to eliminate the use of single plastic in the following 5 years.
- Since 2019, we have eliminated at least 80% of single plastic use from our operations.
- In view to this policy, we have provided free of charge water stations around the hotel.
- We have also eliminated the use of plastic cups, instead we use paper cups and high quality reusable polycarbonate glasses.




# WATER IN GUEST'S ROOM



Water in rooms upon arrival is with our compliments.

They may be re-used and refilled , after being consumed, without any limitation by using free of charge water stations.

If you do not wish to re-use it, please dispose of it in room waste bin, house keeping staff will separate it from the rest of the waste and will send it for recycling.

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- “The greatest threat to our planet is the belief that someone else will save it.”





# WASTE MANAGEMENT



# WASTE MANAGEMENT

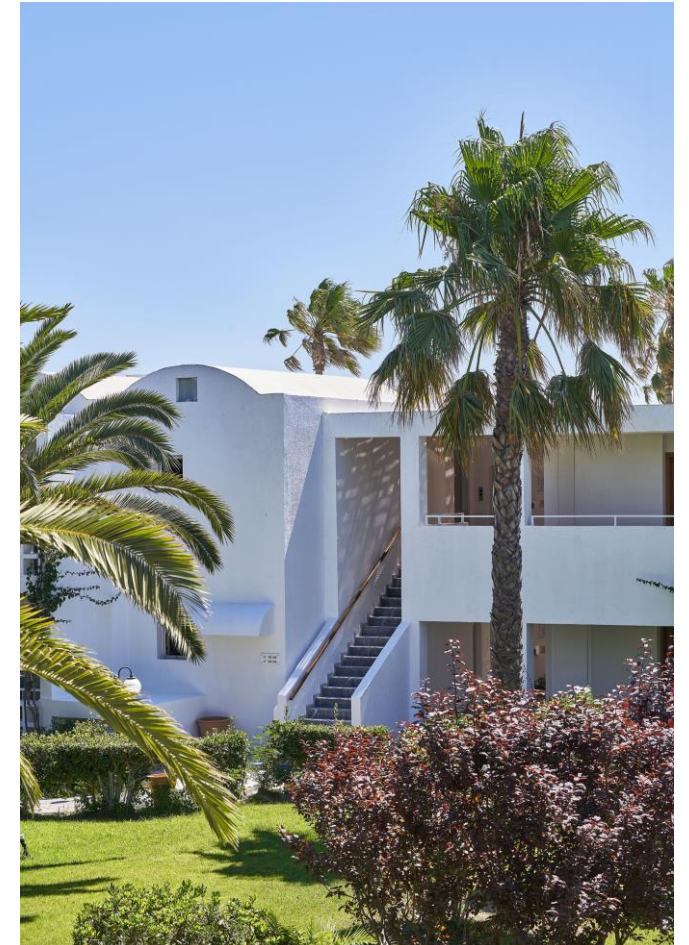
Sustainable Development information also encourage guests to help us improving our waste management policy.

Across the hotel areas there are designated bins in which we advice guest to recycle:

- ✓ PMD (Plastic/Metal/Tetra pack)
- ✓ Cardboard/Paper
- ✓ Glass
- ✓ Batteries

Furthermore, information provided to guests via info channel presentations. Therefore, we removed approximately 10 printing items from guest rooms contributing to the reduction of waste.

*“There is no such thing as ‘away’. When we throw anything away it must go somewhere.”*





# WASTE MANAGEMENT

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## WE REDUCE

We buy in bulk.

We train all our employees on correct waste separation and disposal.

We do not use plastic straws and stirrers in beverages.

We do not use plastic bags in our dust bins in guest rooms.

We do not use plastic cotton buds, cutlery, plates or cups

## WE RECYCLE

Plastic

Paper

Metal

Glass Bottles

Fluorescent Bulbs

WEEE

Batteries

(at our recycling points throughout the Hotel areas)

## WE MEASURE...

Our objective is to apply the hierarchy of the 3"R" in our waste management:

Our group KPI is to keep below 1.5kg of waste production per person per day, and by implementing the waste management plan, we aim to reach the specific measurable objective.

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## OUR KPI

Our group KPI is to keep below 1.5kg of waste production per person per day, and by implementing the waste management plan, we aim to reach the specific measurable objective.

# CONTROL OF WATER POLLUTION

## PREVENTION

Water pollution prevention and control measures are critical to improving water quality.

Because water pollution can come from many different sources, a variety of pollution prevention and control measures are needed.

## ACTION

We only use biodegradable chemicals.

We do not use pesticides in our gardens; use of fertilizers is sensible and controlled through employees' trainings .

We organize beach cleaning in order to reduce and prevent sea water and aquatic systems pollution.

## TRAINING

We implement the waste management program in order to train all employees on correct waste disposal; waste can be a big underground water pollutant.

We train our employees on correct chemicals use.

We train our employees on emergency situations such as chemicals or fuel spillage, on used frying oils disposal.





90% of Atlantica Group hotels hold below international certifications:

1. ISO 9001 Quality Management System
2. ISO 14001 Environmental Management System
3. ISO 22000 Food Safety Management System
4. ISO 45001 Occupational Health & Safety
5. TRAVELIFE Sustainability Certification (GSTC)
6. EMAS (Eco Management Audit Scheme)

# CERTIFICATIONS



# SUPPORT SUSTAINABLE & LOCAL FOOD

We source our fruits and vegetables locally, ensuring the ingredients for our daily preparation of authentic local dishes.



MOST OF OUR HOTELS ARE PARTICIPATING IN IMPLEMENTING A RANGE OF MEASURES, INTER ALIA:

- Hold valid certification of local breakfasts (Cyprus or Greek).
- Communicate Local Breakfast concept: labelling and giving information about origin, quality of food and dishes, training of service personnel and head chefs.
- Offering traditional Cypriot & Greek products and recipes.
- Running a local day's special, in which an authentic Cypriot dish is highlighted every day.
- Promoting local gastronomic events.
- Promoting micro producers through labelling on buffets.
- Supporting producers through joint projects (cooking classes, a specialty corner in the hotel).



# SUPPORT SUSTAINABLE & LOCAL FOOD

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**FACT:** The Cyprus /Greek Breakfast brand promotes authentic local cuisine and has become a criterion for differentiation from international competition. According to surveys, the initiative is greatly appreciated by guests and raises their level of satisfaction with their holidays. The surveys further show that guests who were informed about local specialties also buy and consume these products outside the hotel.

Through integration with the range of breakfast dishes and the highlighting of local foods by the hotels, as well as through multiple promotions (labelling of local producers, food festivals, shops in hotels), agricultural micro-producers and local economy are supported and increased.

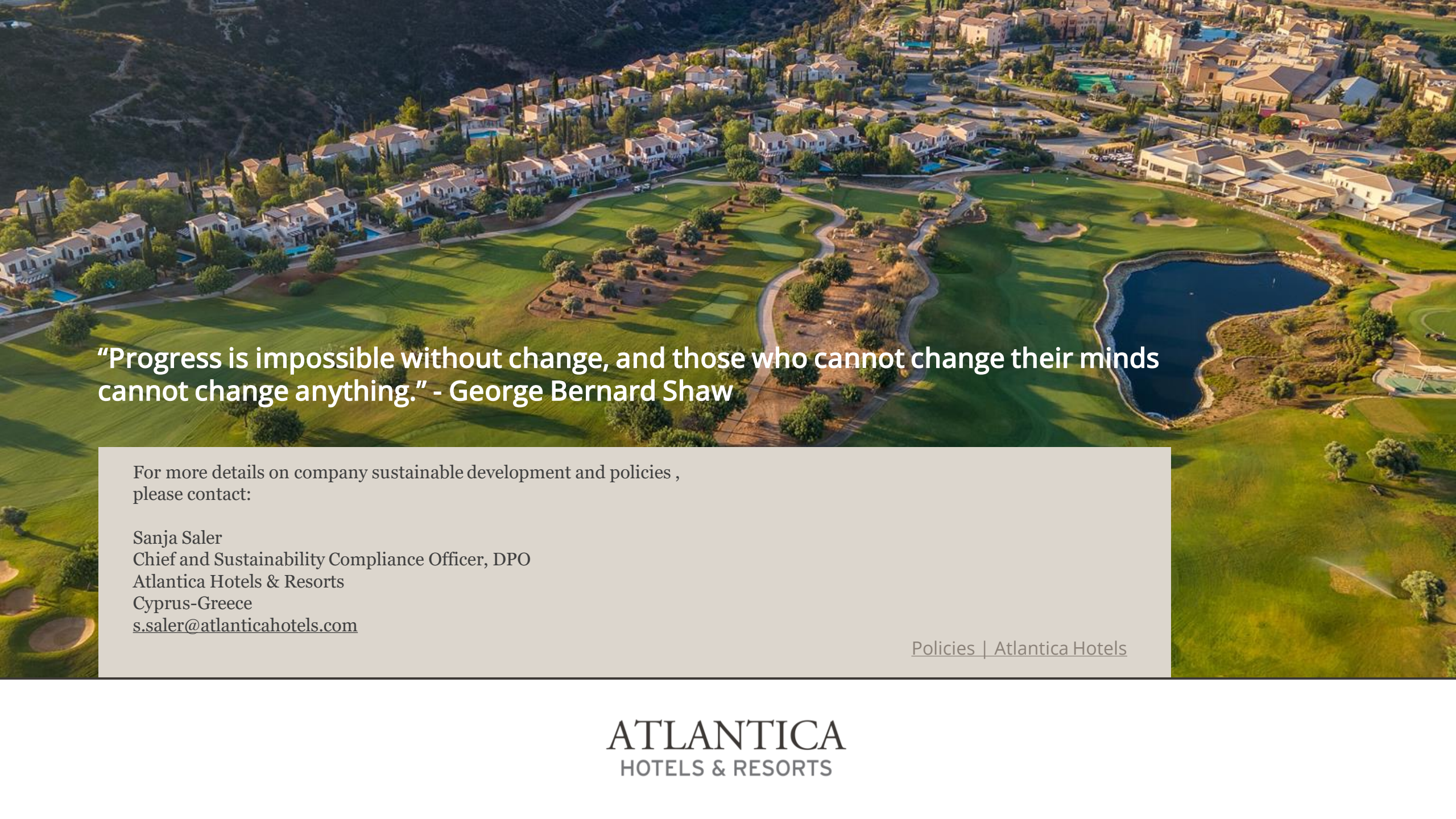
Diverse training courses for the hotel staff (service staff, kitchen personnel) are trained for preparation of traditional local dishes.

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ATLANTICA  
HOTELS & RESORTS





**“Progress is impossible without change, and those who cannot change their minds cannot change anything.” - George Bernard Shaw**

For more details on company sustainable development and policies ,  
please contact:

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