ATLANTICA
HOTELS & RESORTS

REPORTING PERIOD:

APRIL 2022-MAY 2024

Report issued on: 13/06/2024_v1

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SUSTAINABILITY REPORT

ATLANTICA THALASSA HOTEL

ATLANTICA HOTELS & RESORTS – AT 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 & Resorts!

- 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.

- 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.

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Responsible business is one of the company's most important values.
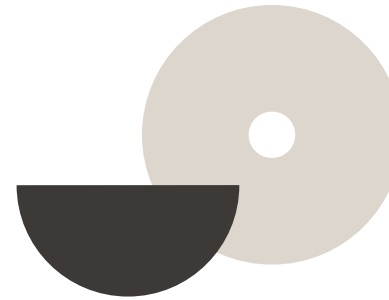
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Atlantica Thalassa Hotel Sustainability Team is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements.

Atlantica Thalassa Hotel is part of the Atlantica Hotels& Resorts chain of hotels and therefore has adopted all corporate polices:

- Quality
- Sustainability
- Food Safety
- HSE
- Discrimination, Violence & Harassment at work policy

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.

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About the Hotel:

- You'll find the Atlantica Thalassa Hotel hidden amongst lush green forestation with magnificent sea views over the Mediterranean sea and spectacular sunsets.

- The hotel is ideally set away from the hustle and bustle. Located just outside the cosmopolitan town of Kos, Atlantica Thalassa Hotel is the ideal choice for a family holiday and for those seeking a serene environment.

- The harmonious combination of simplicity and luxury will charm every visitor.

OUR COMMMITMENT

- Atlantica Hotels and Resorts is firmly committed to environmental responsibility and sustainability in all aspects of its operations.

- We understand the importance of protecting the environment for the well-being of current and future generations.

- We are collectively dedicated to upholding the same standards of excellence and social responsibility.

- By teaming up with our employees, customers, associates, brands, partners, suppliers, and other business collaborators, we affirm our commitment to:

- Reducing greenhouse gas emissions by minimizing energy and water usage, reducing waste, and limiting the consumption of high-emission foods.

- Protecting and supporting biodiversity by reducing pollution and safeguarding nature and wildlife.

- Protecting and respecting human rights by preventing discrimination, exploitation, and harassment, and promoting fair treatment for all.

- Safeguarding children by preventing their exploitation or abuse and promptly reporting any suspected incidents.

- Our public sustainability documents include commitments in the aforementioned areas, demonstrating our dedication to comprehensive sustainability practices.

- Additionally, we have set specific goals, such as reducing our greenhouse gas emissions and achieving at least one other target related to our sustainability initiatives.

- We adhere to crucial EU sustainability regulations, covering environmental, social, and governance aspects by introduction a bespoke ESH platform which is intended to help hotels report their performance.

- We invite all stakeholders to support us in achieving these goals and commitments.

- For transparency and broader engagement, our public sustainability documents are available online, ensuring that guests, the public, and other stakeholders can access and understand our sustainability efforts.

The following report sections indicate the hotel's performance.

ESG REPORTING SYSTEM

By inputting data into the Atlantica Group ESG platform(developed by Tekmon) , we adhere to crucial EU sustainability regulations, covering environmental, social, and governance aspects.

Indicatively, information is recorded regarding:

- Scope 1,2,3 emissions
- Energy Consumptions
- Donations
- Suppliers performance and analysis (local vs regional)
- Waste Production
- Staff trainings
- Purchasing of hazardous substances and single-use plastics
- Analysis of indicators related to social/ human resources (women vs men, salaries of women vs men, minorities, age differences, etc.)

Through the above, we aim in complying with Environmental, Social, and Governance (ESG) principles and with the Sustainable Development Goals (SDGs).

CERTIFICATIONS & AWARDS

The management and staff of Atlantica Thalassa Hotel are dedicated to upholding the highest standards of quality, safety, and hygiene in our products and services.

We strive to exceed customer expectations, diligently manage our environmental impact, and actively contribute to the protection and preservation of our environment.

Furthermore, we are committed to safeguarding the health and safety of our employees, customers, partners, and all individuals impacted by our operations.

We comply with relevant legal requirements, respect human rights, and strive to positively impact the local residential and business community.

Achieving these commitments and objectives requires the involvement and training of all employees.

Accordingly, Atlantica Thalassa Hotel has been awarded / holds the following awards/certifications:

❏ TRAVELIFE GOLD AWARD

❏ EN ISO 14001: 2015

❏ EN ISO 22000:2018

❏ BIKE FRIENDLY HOTEL CERTIFICATION

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ESG PROGRAMMES

❑ The hotel has established an ESG programme and reporting systems specifying reporting areas, timelines, responsibilities.

❑ All hotel employees and management are actively involved in executing the ESG programme.

❑ A comprehensive action plan has been developed, regularly assessed, and improved through corrective actions.

❑ The Hotel Manager and Sustainability Team are accountable for achieving the sustainability program's objectives.

❑ ESG objective s include performance indicators and analysis of: Energy and water use, CO_2 emissions, waste, social and community actions.

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ENVIRONMENTAL & SOCIAL ISSUES

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WATER

❏ Water is sourced from a borehole within hotel premises

❏ All laws are being adhered to

❏ In the hotel we use the water properly, by implementing water saving practices while ensuring the satisfaction as well as the safety & health of our guests.

WATER SAVING MEASURES

Drip irrigation is used throughout hotel gardens.

Planted local plants that are less water demanding.

Information to our guests in TV channel rooms and info kiosk on water saving measures.

At least 90% of our staff is trained for the reasonable use of water during their daily duties.

Installed flow restrictors on taps in most guest rooms.

Staff is encouraged to report leakages from taps, pipes etc. and maintenance is rectifying immediately such cases.

WATER SAVING MEASURES

Daily maintenance checks in order to repair faults and leaks as soon as they occur.

All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

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ACTIONS TAKEN FOR ENSURING HIGH WATER QUALITY:

❑ An extensive program of the microbiological and chemical pool water analysis is carried out on a monthly basis.

❑ pH and other parameters are checked daily in all swimming pools and are regulated by the a manual dosing system.

❑ Microbiological analysis of potable water is performed monthly.

❑ Legionella analysis is done before the opening of the hotel and various hotel spots are checked.

ACTIONS TAKEN FOR ENSURING THE SEA WATER QUALITY:

The beach in front of the hotel is a public beach and belongs to Kos municipality. However, our hotel staff performs monthly beach cleans as a commitment to our community.

IRRIGATION:

❑ The gardens are irrigated with irrigation water from the borehole.

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WATER QUALITY

WATER CONSUMPTION – YOY COMPARISON

KPI: 350 lit/ PPPD

*KPI: Key Performance Indicator
**PPPD: per person per day

2022	2023	2024
350	**340**	**510**

Important note: Consumptions for 2024 are measured and calculated up to May. Deviation from the target is expected as water was utilized throughout the winter renovations. The target is regularly assessed throughout the season and the KPI is expected to be met.

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ENERGY SOURCES

1

ELECTRICITY

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

❑ Electricity is obtained from NRG..

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

2

LPG

❑ LPG is monitored at the LPG tank by material-specific methods, daily by the maintenance department in order to ensure the sensible daily consumption.

❑ LPG obtained from Kos Gas

❑ LPG is mainly used by the kitchen department.

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ENERGY & CO2 EMISSIONS REDUCTION

- ❑ LED installed in most rooms and hotel public areas.

- ❑ Fluorescent LED Lamps installed in all back of house areas .

- ❑ Automated systems have been installed in 100% of guest rooms to ensure the switching off of air conditioning and heating while the room is unoccupied.

- ❑ All new equipment is purchased according to our environmental policy where energy efficiency is taken into consideration.

- ❑ Information to our guests in TV channel rooms and info kiosk on energy saving measures.

- ❑ Use of natural light for the lighting of the lobby and breakfast restaurant if possible.

The primary sources of CO2 emissions are from the electricity, fulel, diesel, LPG and natural gas consumption.

The reduction of Co2 emissions approach at At Atlantica Thalassa Hotel.

We use club cars with rechargeable batteries for guest transportation.

Hotel buildings are insulated to minimize heat loss.

Carbon dioxide (CO2) emissions are calculated monthly using the ESG platform.

Solar panels have been installed on the hotel's roof during the 2024 renovations

Substantial reduction of the purchased energy is expected to be noted as a result of this

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ELELCTRICITY CONSUMPTION-YOY COMPARISON

KPI: 11,5 kWh/ PPPD

*KPI: Key Performance Indicator
**PPPD: per person per day

2022	2023	2024
9,79	**10,37**	**11,6**

Important note: Consumptions for 2024 are measured and calculated up to May. The target is regularly assessed throughout the season and the KPI is expected to be met.

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LPG CONSUMPTION-YOY COMPARISON

KPI: 0,65 lit/ PPPD

*KPI: Key Performance Indicator
**PPPD: per person per day

2022	2023	2024
0,16	**0,15**	**0,06**

Important note: Consumptions for 2024 are measured and calculated up to May. The target is regularly assessed throughout the season and the KPI is expected to be met.

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PETROL CONSUMPTION – YOY COMPARISON

KPI: 0,2 lit/ PPPD

*KPI: Key Performance Indicator
**PPPD: per person per day

2022	2023	2024
0,07	**0,03**	**0,01**

Important note: Consumptions for 2024 are measured and calculated up to May. The target is regularly assessed throughout the season and the KPI is expected to be met.

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WASTE MANAGEMENT
(wastewater disposal)

❑   The hotel is connected to the public sewage system.

❑   The wastewater sent to the public sewage system/is randomly checked by the government authorities in order to be within the legal requirements for BOD , COD and other measurements.

❑   Procedures are put in place to keep the BOD, COD and microbiological parameters of the wastewater within the legal requirements limits

❑   Collection of old cooking oil and disposal through the approved supplier who uses it for biodiesel production.

❑   Vinegar is used rather than chemicals for cutlery polishing.

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WASTE REDUCTION & RECYCLING

Paper Reduction

❑ Reduction and reuse of paper consumption in the offices.

❑ One sided printed paper is used as scrap paper and Furthermore recycled.

❑ E-mail is used extensively for messaging.

Recycling

Other non-domestic waste is separated for recycling which is:

❑ PLASTIC

❑ PMD

❑ PAPER

❑ BATTERIES

❑ BULBS

❑ WEEE

Alternatives SUPs

❑ Single use plastic cups are replaced by re-usable polycarbonate glasses.

❑ Plastic straws are replaced by paper straws.

❑ Plastic bags and plastic cutleries/plates are replaced by paper bags and cutleries/plates.

❑ Sugar, salt & pepper in the main restaurant during breakfast is served in re-suable glass container; individual packaging is eliminated.

❑ We use refillable bath amenities instead of one use plastic.

❑ Water coolants have been installed around the Hotel areas in order to eliminate plastic bottles.

Suppliers

❑ We encourage suppliers to reduce packaging (fruit, vegs etc.)- purchasing departments checks the packaging upon evaluation of suppliers.

❑ Buy products with recyclable packaging .

❑ Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar, sauces, etc.).

SOLID WASTE PRODUCTION-YOY COMPARISON

KPI: 1,2 kg/ PPPD

*KPI: Key Performance Indicator
**PPPD: per person per day

2022	2023	2024
0,88	**0,86**	**0,8**

Important note: Solid waste production is estimated through approved methods. Production for 2024 is calculated up to May. The target is regularly assessed throughout the season and the KPI is expected to be met.

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CO2 EMISSIONS PRODUCTION-YOY COMPARISON

KPI: 7,15 kg/ PPPD

*KPI: Key Performance Indicator
**PPPD: per person per day

2023
7,21

Important note: Emissions for 2022 are not available. Emissions for 2023 will be calculated at the end of hotel operations (November) in order to ensure accuracy. The target is regularly assessed throughout the season and the KPI is expected to be met.

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SUSTAINABILITY IMPROVEMENTS

- CO2 emissions

- Electricity Consumption

- LPG/Diesel

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SUSTAINABILITY IMPROVEMENTS

- Water Consumption

- Food Waste

- Installation of Solar Panels

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Internal and External communication

We are well aware that strong internal communication strategy will keep everyone on the same page and set the precedence of a collaborative environment. This builds team unity and makes employees and guests feel valued.

Internal Communication Leads to a **Better Work Environment**, therefore we are using below means of internal communication to improve our operations as well as reduce environmental and social impacts by choosing not to print or travel and we instead:

- Encourage all management team members to communicate via e-mail

- Send internal memos via e-mail

- Use PDA for customer's orders instead of captain orders blocks

    Fact: We have at least 1500 orders daily which are no longer double recorded

- Use departmental electronic stock request system

    Fact: Each departmental stock order is at least 5 pages

- Have a full electronic and remote access to the company processes and procedures

- Use power point presentations for trainings

- Use electronic records for staff trainings

- Do REMOTE TEAMS meetings
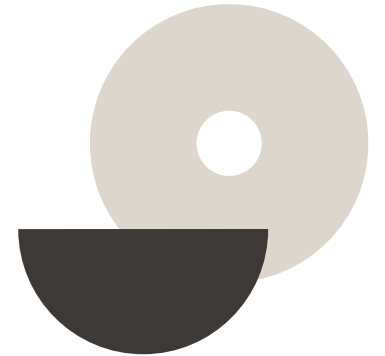
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Stakeholders

Stakeholders are defined as individuals or groups whose interests are or may be affected by our activities, paying particular attention to the interested parties located in the areas where the respective hotel operates. A key element is the constant communication with the interested parties, while the communication channels between them and the company are analysed below.

Stakeholder needs, expectations and communication, including compliance requirements

Stakeholders	Needs & Expectations	Compliance requirements	Communication channels	Language
Customers	➢ High quality services, according to the contract ➢ Consistency ➢ Confidence ➢ Compliance with legal requirements, regarding compensation	➢ Monitoring of evaluations ➢ Strategic partnerships with the UK. ➢ Staff competence & internal procedures. ➢ Internal inspections according to GL-GE-P-005.	➢ Corporate website ➢ Announcements ➢ Annual Report on Sustainable Development ➢ Guest Relations ➢ Communication with relevant departments ➢ Customer Questionnaires/ Evaluation ➢ Events ➢ Emails ➢ Atlantica application	Greek/ English/ German
Suppliers/ Subcontractors	➢ Good cooperation with suppliers ➢ Clarity in requirements ➢ Combination of consistency, quality & price	➢ Purchases in accordance with procedure AS-PU-P-010. ➢ Evaluation of suppliers according to GL-GE-P-120 procedure.	➢ Meetings ➢ Evaluation ➢ Emails ➢ Annual Report & Sustainable Development Report	Greek/ English
Insurance company	➢ Follow-up of requirements and proposals of insurance companies & brokers to improve policies and reduce major risks	➢ Signing of liability & property insurances annually. ➢ Holding meetings every year before signing the above.	➢ Send files ➢ Emails ➢ Meetings ➢ Teleconferences	Greek/ English

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Stakeholder needs, expectations and communication, including compliance requirements

Stakeholders	Needs & Expectations	Compliance requirements	Communication channels	Language
Laboratories	➢ Perform analyses and measurements using accredited methods	➢ Annual cooperation agreement with the Chemicothechniki laboratory. ➢ Monthly Sampling Schedule. ➢ Equipment calibration by the Globetech company in March and June. ➢ Noise measurements by Globetech.	➢ Emails ➢ Meetings ➢ Annual Report & Sustainable Development Report ➢ Chemicotechniki platform/ results uploading	Greek/ English
Certification bodies	➢ Compliance with the requirements of ISO standards ➢ Annual certification/surveillance inspections	➢ IMS review & revision. ➢ Internal & external inspection program. ➢ Carrying out certifications.	➢ Send files ➢ Emails ➢ Meetings/ Inspections ➢ Annual Report & Sustainable Development Report	Greek/ English
Society/ Community	➢ Encourage the volunteering for actions related to the place or society ➢ Supporting the society where the hotels operate	➢ The hotel carried out several actions this year as well. Also, some were planned for the next period of time. They are presented in detail in the file GL-EN-F-040-ESG Programme.	➢ Annual Report & Sustainable Development Report ➢ Events ➢ Sustainability actions	Greek/ English

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Stakeholder needs, expectations and communication, including compliance requirements

| Stakeholders	Needs & Expectations	Compliance requirements	Communication channels	Language
Government	➢ Issuance of all permits as defined in the relevant legal requirements ➢ Review of legal requirements	➢ The hotel has all the necessary permits, which are kept on file. ➢ An annual review of statutory requirements is carried out in file GL-GE-F-011.	➢ Submission of data in the context of participating in programs ➢ Letters ➢ Emails ➢ Annual Reports ➢ Press Releases/Announcements	Greek
Employees	➢ Management leadership (strategy, decisions) ➢ Good collaboration within the organization ➢ Knowledge for correct execution of tasks ➢ Staff development program	➢ Quality & HR policies are followed. ➢ Targets have been set (GL-GE-F-160) and are being monitored. ➢ Define & achieve annual training program (GL-GE-D-130/v12) ➢ Appraisal & promotion potential. Nomination of student/employee of the month with monetary reward.	➢ Communication of group policies ➢ Open daily communication with Management and HODs ➢ Meetings between HOD's and employees ➢ Events ➢ Trainings ➢ Staff Handbook ➢ Emails	Greek/ English
Management	➢ Achieving business results ➢ Fulfilling the commitment to the customer ➢ Good relationship with customers	➢ Measurement of results & their evaluation ➢ Awards ➢ Staff training (SOPs) ➢ Certifications	➢ Annual general meeting ➢ Corporate website ➢ Meetings ➢ Teleconferences	Greek/ English

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Stakeholders

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Communication per thematic section	Stakeholders	Communication Channels	Language
Communication of policies and crisis management policies.	Customers, suppliers / subcontractors, insurance company, certification bodies, society / community, employees, management	Atlantica website Email	Greek/ English
Training on health and safety, quality assurance and crisis management policies.	Employees	Live/Online trainings	Greek/ English
Accessibility information.	Customers, suppliers / subcontractors, insurance company, certification bodies, society / community, employees, management, government, laboratories	Atlantica website Sustainability Report	Greek/ English
Public sustainability document.	Customers, suppliers / subcontractors, insurance company, certification bodies, society / community, employees, management, government, laboratories	Atlantica website	Greek/ English
Seeking feedback.	Customers, suppliers / subcontractors, insurance company, certification bodies, employees, management	Email Meetings Audits Implementation of ISO standards	Greek/ English
Inviting community feedback.	Society / community	Email Meetings and contacts with municipality	Greek
Respecting local indigenous peoples.	N/A	N/A	N/A
Employment terms and conditions.	Employees, management, government, certification bodies	Interviews Contracts	Greek/ English
How staff can raise concerns and make complaints.	Employees, management, government, certification bodies	Trainings Employees handbook Discrimination, Violence & Harassment at work policy	Greek/ English
Disciplinary procedure.	Employees, management, government, certification bodies	Employees handbook	Greek/ English

Communication with stakeholders, per thematic section

Communication per thematic section	Stakeholders	Communication Channels	Language
Reminders about using less energy.		Trainings Sustainability Policy Sustainability Report Atlantica website Info channel/guests rooms	Greek/ English
Reminders about using less water.		Trainings Sustainability Policy Sustainability Report Atlantica website Info channel/guests rooms	Greek/ English
Reminders about reducing waste.		Trainings Sustainability Policy Sustainability Report Atlantica website Info channel/guests rooms	Greek/ English
Customer information, suggestions, complaint registration.		Email Guest Relations	Greek/ English / German/ French/ Russian
How guests can report child exploitation and abuse.		Εκπαίδευση Policy	Greek/ English
Staff sustainability training.		Sustainability Report Training presentation	Greek/ English
Human rights statement for suppliers.		Sustainability Report Policies	Greek/ English
Linen and towel reuse policy.		Towel card/guests room	English
Information about how to separate waste.		Trainings Sustainability Policy Sustainability Report Atlantica website Info channel/guests rooms	Greek/ English

Guest Satisfaction Questionnaires on the Hotel's Environmental Performance
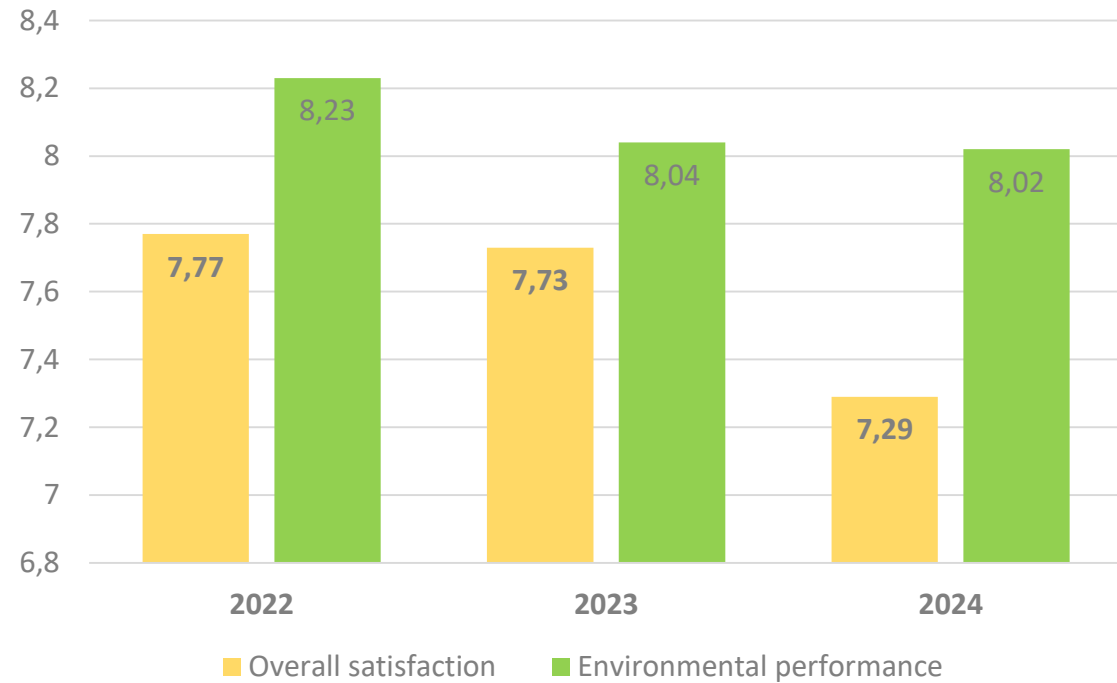
Important note: Questionnaires for 2024 have only been collected for May.

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1 ENGAGEMENT

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

- **Lions of Kos**

- **Elementary Schools of Kardamena**

- **Fire Department of Kos**

- **Animal Rescue Kos**

2 EMPLOYEES

- 8 general training courses per employee annually.
- 3 job-specific training courses for each department annually.
- 60 % of Female - 40% Male Employees.

3 PROCUREMENT

- 100 % of Suppliers Local to the country

- **65% of suppliers local to the area of hotel operation.**

- Over 50% of suppliers with Quality & Environmental certifications (ISO 9001,ISO 14001,ISO 22000 etc.).

4 COMMUNITY ACTIVITIES

- Beach Clean-ups by the hotel staff & guests.

- Environmental activities for kids by the animation team.

- Provision of food for animals in shelters

- **Support and promotion of local suppliers**

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HOTEL ACTIONS & ACTIVITIES

Beach Cleanup

We came together to clean up our

beautiful beach at Atlantica Thalassa

Hotel.

Our efforts helped to collect and properly

dispose the trash found on site, keeping

our beach clean and preserving its

natural beauty.
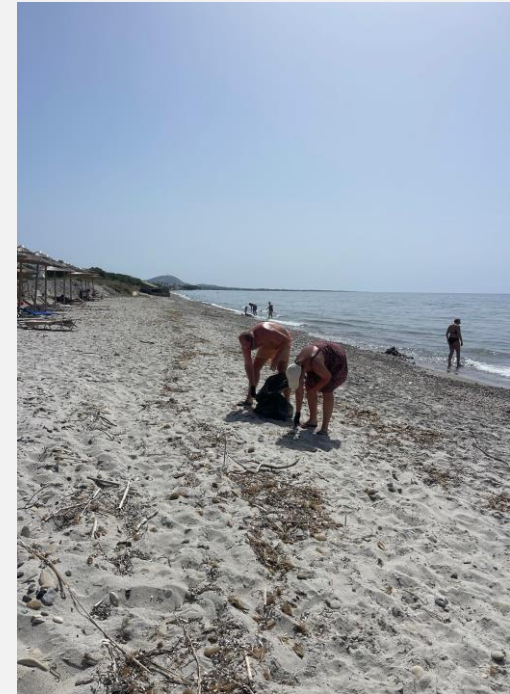
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HOTEL ACTIONS & ACTIVITIES

Hotel Greek Nights

Dedicated Greek Nights take place within the hotel restaurant and lounge bar, almost weekly.

This allows our employees and management to connect with guests through sharing the local culture and cuisine.

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COMPANY POLICIES

https://www.atlanticahotels.com/informatio n/sustainabilty

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THANK YOU!

https://www.atlanticahotels.com/information/sustainabilty

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