



ATLANTICA
HOTELS & RESORTS

SUSTAINABILITY REPORT

ATLANTICA HOLIDAY VILLAGE RHODES HOTEL

REPORTING PERIOD:
MAY 2021 – AUGUST 2023

Report issued on: 06.10.2023_v2
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ATLANTICA HOTELS & RESORTS – AT GLANCE

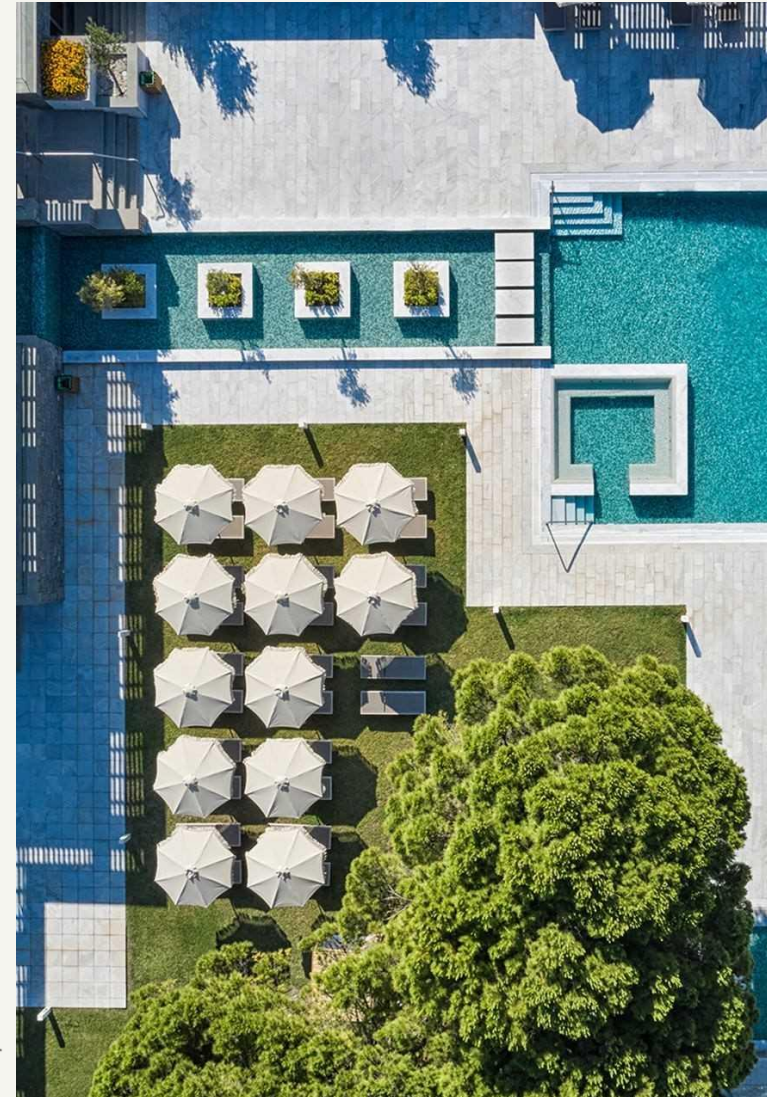
Established in 1980, Atlantica Hotels & Resorts has now grown into a hotel chain that currently operates over 45 hotels in Cyprus, Greece and Egypt.

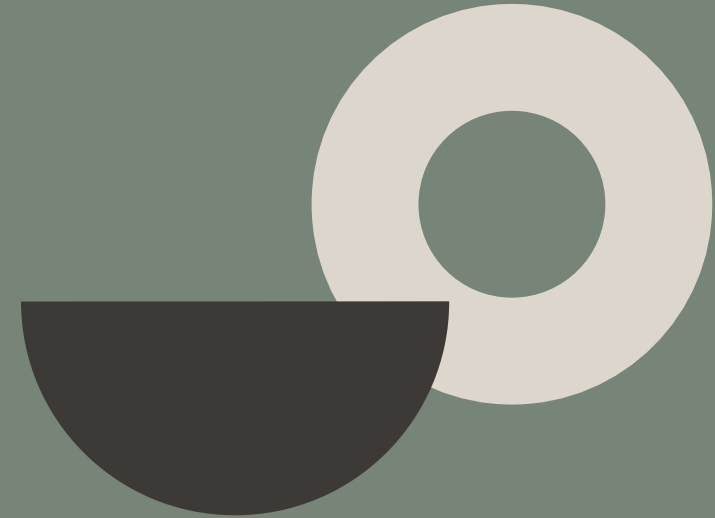
Through the years, terms like:

- Customer focus
- Personalised Service
- Attention to detail
- Value for money
- Sustainability

- 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.

ATLANTICA
HOTELS & RESORTS





Responsible business is one of the company's most important values.

HOTEL OVERVIEW: ATLANTICA HOLIDAY VILLAGE RHODES HOTEL

Atlantica Holiday Village Rhodes Hotel 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
- Human Resource Management
- Discrimination, Violence and Harassment at work

Atlantica Holiday Village Rhodes 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.





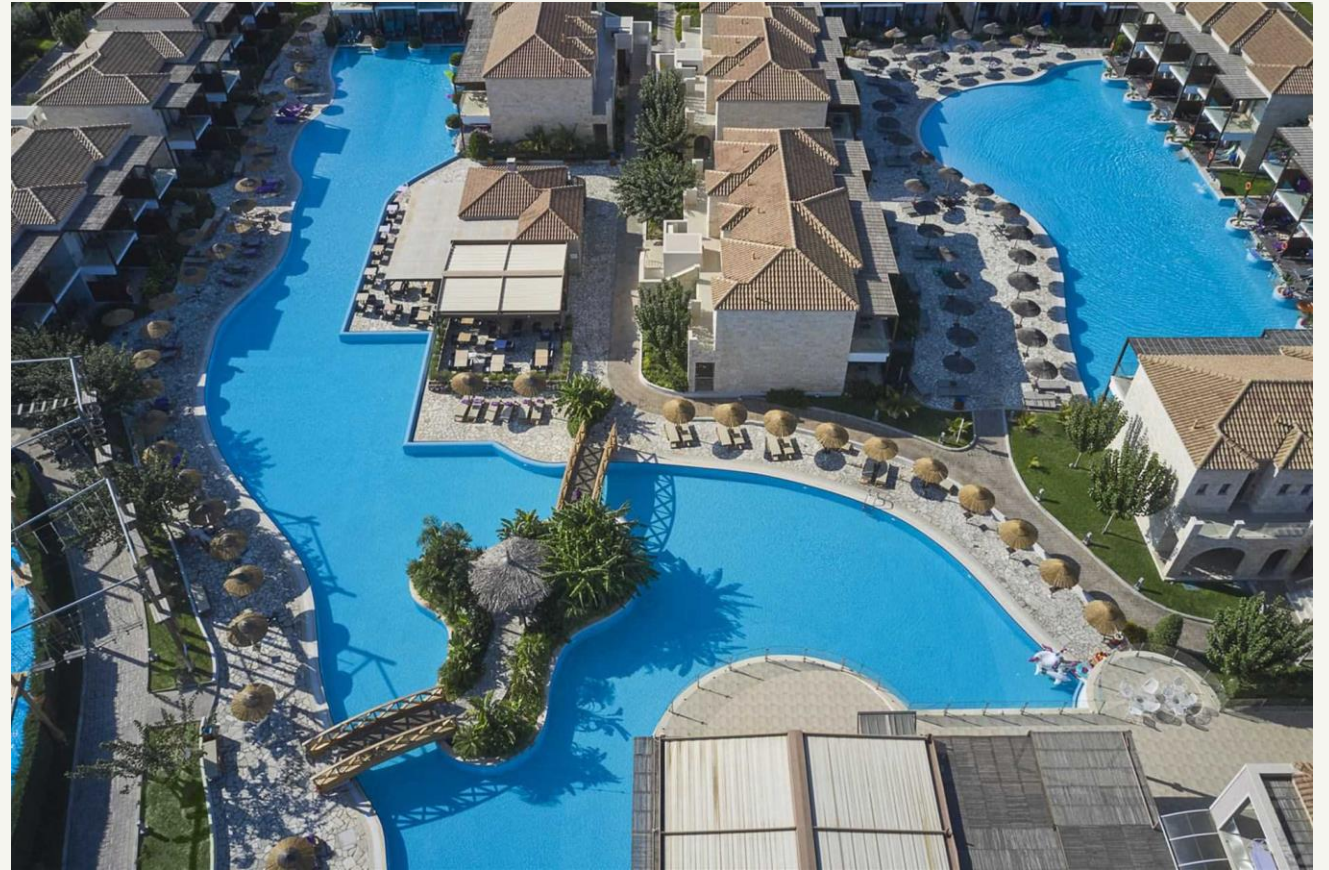
About Hotel:

Holiday Village Rhodes is located only 250m from the beach. We aim to create the first of the next generation of hotels fully aware of the environment. It combines together luxury, comfort, spacious grounds, activities and entertainment. It is designed to offer to all an unforgettable family holiday experience.

Atlantica Tropical Suites are located within the Atlantica Holiday Village Rhodes with a private pool area, pool bar, main bar and A la carte-Buffer restaurant. Rooms are designed in a modern style and suitable for all families. At Tropical Suites you can choose to stay in a family room with direct access to the pool and a family suite with a bedroom suitable for children, the choice is yours.

ENVIRONMENTAL & SUSTAINABILITY PROGRAMME

- ❑ The hotel has developed its environmental & sustainability 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.

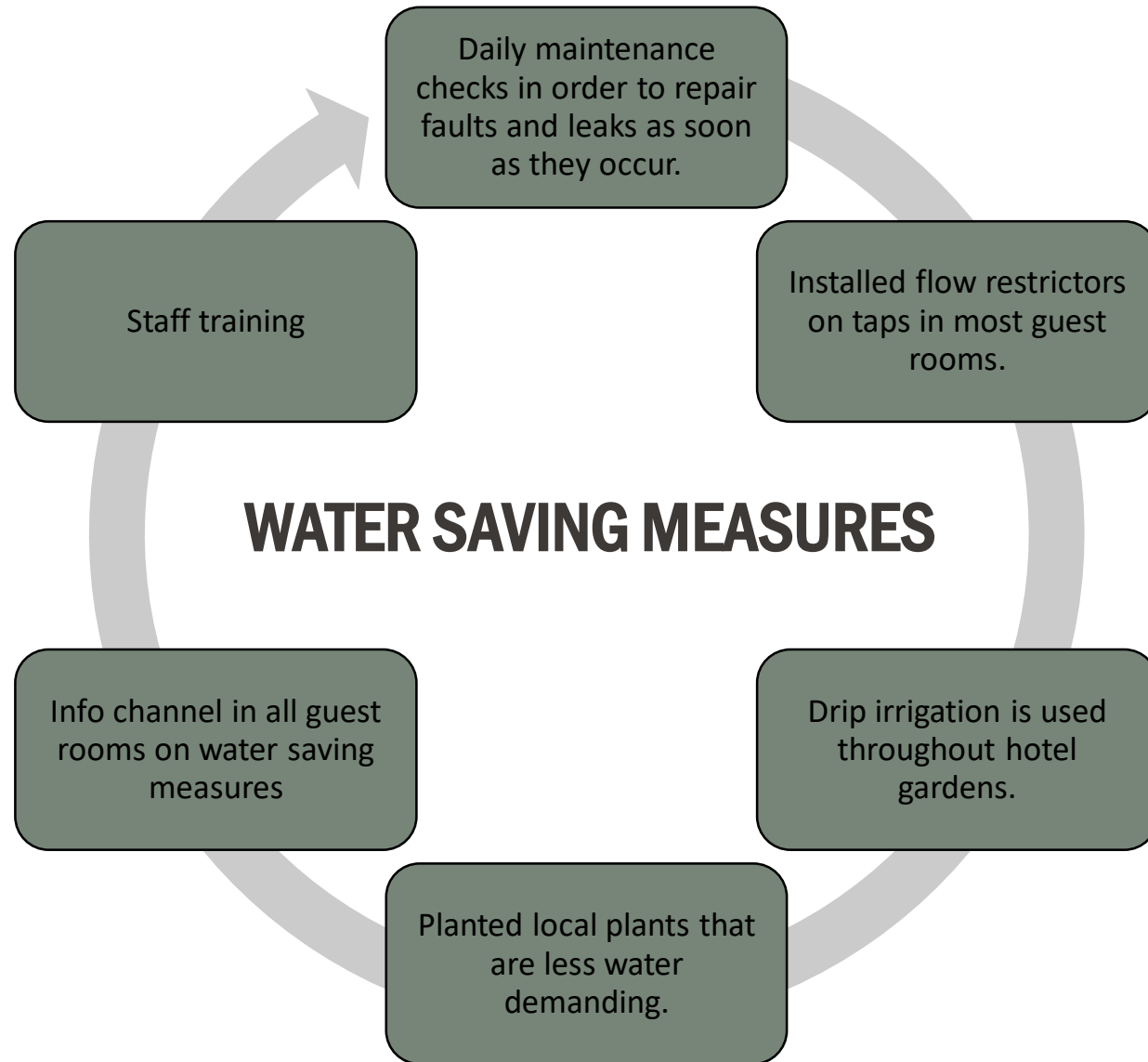


KEY ENVIRONMENTAL & SOCIAL ISSUES

WATER

- ❑ Water is sourced from the Local Municipality





WATER QUALITY

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 automatic dosing system.
- Microbiological analysis of potable water is performed on a monthly basis.
- Legionella analysis is done before the opening of the hotel and various hotel spots are checked.

IRRIGATION:

- The gardens are irrigated with water from sewage treatment.
- Irrigation early in the morning or late in the evening



ELECTRICITY & DIESEL



ELECTRICITY

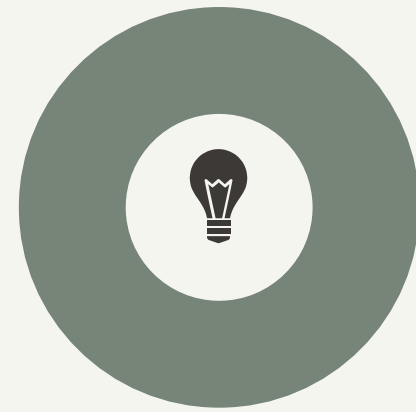
- Electricity is monitored daily by the maintenance department in order to ensure the sensible daily consumption.
- Electricity in the hotel was obtained from Watt & Volt from April 2021 until May 2022, (a private electricity company). From May 2022 until today, the electricity is obtained from ELPEDISON (a private electricity company).
- Electricity is used primarily for A/C, refrigerators, pumps, lights and other equipment.



DIESEL

- Diesel obtained from Silk Oil Ltd.
- Diesel is only used for the hotel's generators and during the thermal shock of domestic hot waters boilers.
- Unleaded petrol is used for hotel car.

ENERGY SAVING MEASURES

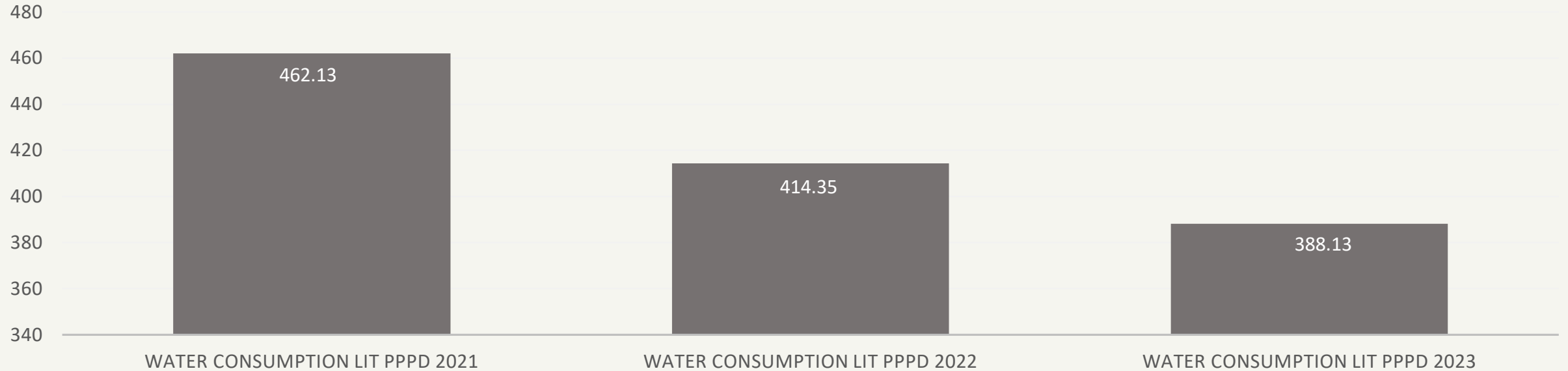


- LED installed in most rooms and hotel public areas.
- All new equipment is purchased according to our environmental policy where energy efficiency is taken into consideration.
- Fluorescent LED Lamps installed in all back of house areas .
- Use of natural light for the lighting of the lobby and breakfast restaurant if possible.
- 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.
- Information to our guests in TV channel rooms and info kiosk on water saving measures.

YOY-WATER CONSUMPTION COMPARISON

KPI DESCRIPTION	2021	2022	2023
WATER CONSUMPTION 500 (LIT PPPD)	462.13	414.35	388.13

For year 2023, the target was not achieved. Due to COVID-19 restrictions, the hotel was prepared to open in May of 2023, but finally it opened in July. In addition, the occupancy was low.

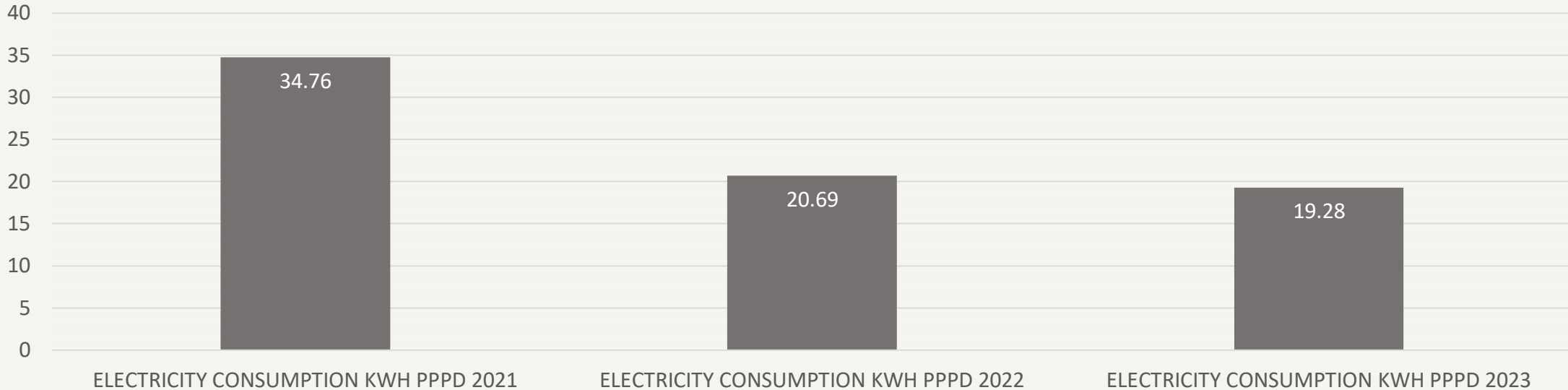


YOY-ELECTRICITY CONSUMPTION COMPARISON

KPI DESCRIPTION	2021	2022	2023
ELECTRICITY CONSUMPTION 21 (KWH PPPD)	34.76	20.69	19.28

IMPORTANT NOTE: Electricity consumption calculation for 2023 is until end of August .

The deviation from the 2021 target is due to the pandemic government preventive measures : the operation of air conditioners with open doors in the public areas, the removal of magnets from the doors of the rooms and the inclusion of the canteen in the departments of the hotel.

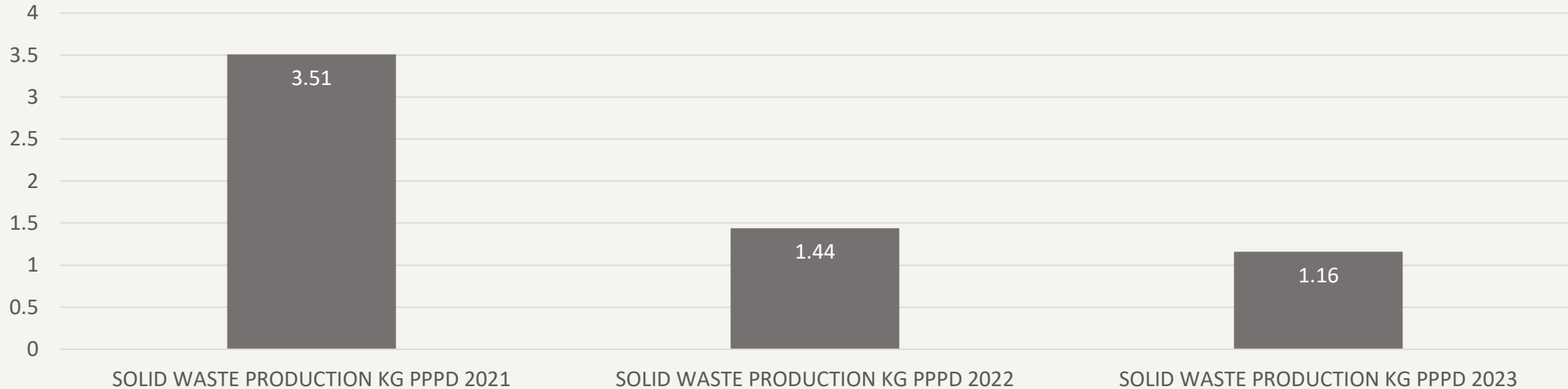


YOY-SOLID WASTE PRODUCTION COMPARISON

KPI DESCRIPTION	2021	2022	2023
SOLID WASTE PRODUCTION 1.5(KG PPPD)	3.51	1.44	1.16

IMPORTANT NOTE: Waste production calculation for 2023 is until end of August.

The target deviation of 2021 is due to pandemic government preventive measures and hygiene requirements, the use of single packaging ,masks, water bottles and other items has been increased and due to the reduced number of bed nights.



WASTE MANAGEMENT (waster water disposal)

- The hotel owns biological plant for wastewater treatment.
- A weekly and monthly chemical and microbiological analysis is taking place by Chemicotechniki Labatory.
- Procedures are put in place to keep the BOD, COD and microbiological parameters of the waste water within the legal requirements limits.
- Collection of old cooking oil and disposal through the approved supplier who uses it for biodiesel production.

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
- The Hotel provides large recycling bins, color-coded and placed them each department for waste separation and recycling.

Alternatives SUPs

- One 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.

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.).

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:

- We encourage all management team members to communicate via e-mail
 - We send internal memos via e-mail

 - We use departmental electronic stock request system
- Fact:** Each departmental stock order is at least 5 pages
- We have a full electronic and remote access to the company processes and procedures
 - We use power point presentations for trainings
 - We use electronic records for staff trainings
 - We do REMOTE TEAMS meetings



CERTIFICATIONS & AWARDS

- TRAVELIFE GOLD AWARD
- EN ISO 9001:2015
- EN ISO 14001: 2015
- EN ISO 22000:2018
- Greek Breakfast



Tourists from the affected areas were accommodated at the hotel site

SOCIAL RESPONSIBILITY & COMMUNITY

1

ENGAGEMENT

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

- The Smile of the Child
- Cultural center of Archipoli «Saint Minas»
- Animal Shelter
- Voluntary Blood Donation

2

EMPLOYEES

- 8 hours of training per employee on an annual basis
- 57 % Of Local Employees
- 48 % of Female Vs Male
- <1% of part time staff Vs full time staff

3

PROCUREMENT

- 70 % of Local Suppliers to the country
- 30% of local suppliers to the area of Hotel operation
- 80% of Suppliers with Quality & Environmental certifications (ISO 9001,ISO 14001,ISO 22000 etc.).

4

COMMUNITY ACTIVITIES

- KID'S ENVIRONMENTAL ACTIVITIES (Sustainability Trail)
- Provision of food for animals in shelters
- Support and promotion of local suppliers
- Support tourists and staff, who evacuated the areas that have been affected by the fires

HOTEL ACTIVITIES

Presentation of the Life Cycle of a Bee



Nature Crafts and Drawing



HOTEL ACTIVITIES

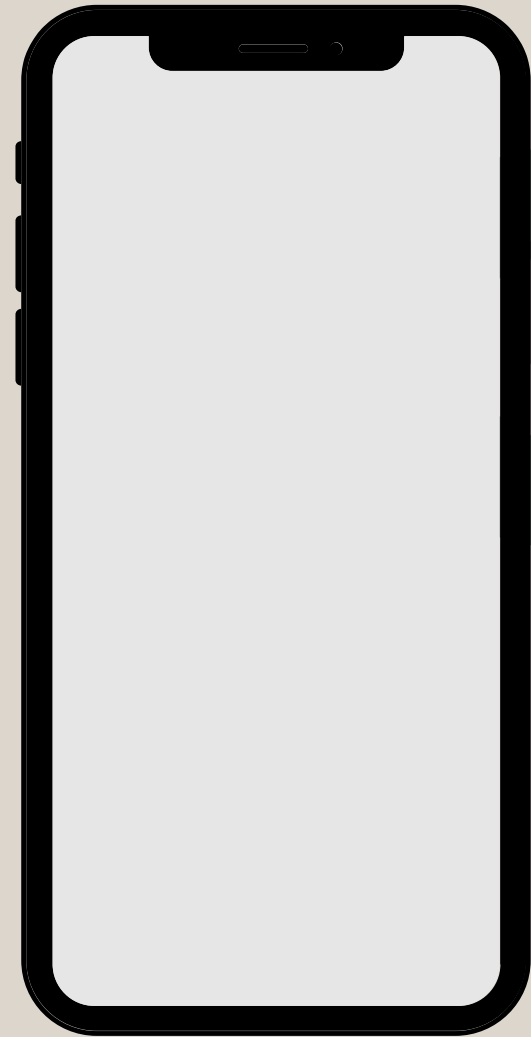
Herbs planting



Public Road Cleaning



COMPANY POLICIES





THANK YOU!

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