

## SUSTAINABILITY REPORT

Bluesun Hotel Marina, Brela



### About Bluesun Hotels

Bluesun hotels are located on the most beautiful Croatian beaches and are an ideal place for vacation. Bluesun Hotels embody the best of Croatian hospitality, carefully decorated interiors, high quality service and excellent cuisine.

Each Bluesun Hotel is unique in providing an experience of Croatia, whether it is the Velebit, Dalmatian or Biokovo landscape. Reliable and proven service and quality that will satisfy even the most demanding visitors, awaits every Bluesun guest in every hotel.

## Bluesun Hotel Marina



Bluesun Hotel Marina is a summer destination located near the famous Punta Rata beach, which has been named one of the 10 most beautiful beaches in the world by Forbes magazine. The Hotel enjoys a quiet location in the middle of a dense pine forest.

It offers air-conditioned rooms with a balcony and free Wi-Fi. All rooms include a bathroom with hairdryer, satellite TV, a minibar and a safe.

The Hotel's restaurant serves breakfast and dinner of traditional Dalmatian and continental cuisine.

The aperitif bar located next to the reception serves alcoholic and non-alcoholic drinks and cocktails.

A wellness center is located in the nearby hotel Soline. In Brela, guests have at their disposal a tennis and football court, a bicycle rental service, and various water sports. A shuttle service and various excursions around the region can be arranged at the Hotel at an additional cost.

### **HOTEL**

Hotel Marina was open in 2002.

Bluesun Hotel Marina has a capacity of 283 accommodation units located in three blocks: A, B, C. Accommodation capacity is 526 beds.

The Hotel is categorized with 3 stars.

Room types are: double standard room, double superior room and double superior room sea side, single standard room sea side.

Hotel Marina is an ideal place for a family vacation and that is why we have 16 family rooms which consist of a double superior room connected to a single room.

## **FACILITIES**

### **Hotelski restoran**

The hotel restaurant accommodates 450 guests who have a wide choice of food and drinks at their disposal. The services we offer to our guests are BB – bed and breakfast and HB – half board (breakfast and dinner).

Breakfast: 07:00 - 10: 00

Dinner: 19:00 - 21:00

### **Aperitif Bar**

With a rich offer of alcoholic and non-alcoholic drinks, cocktails. Open 08:00 - 23:00.



### **Other facilities:**

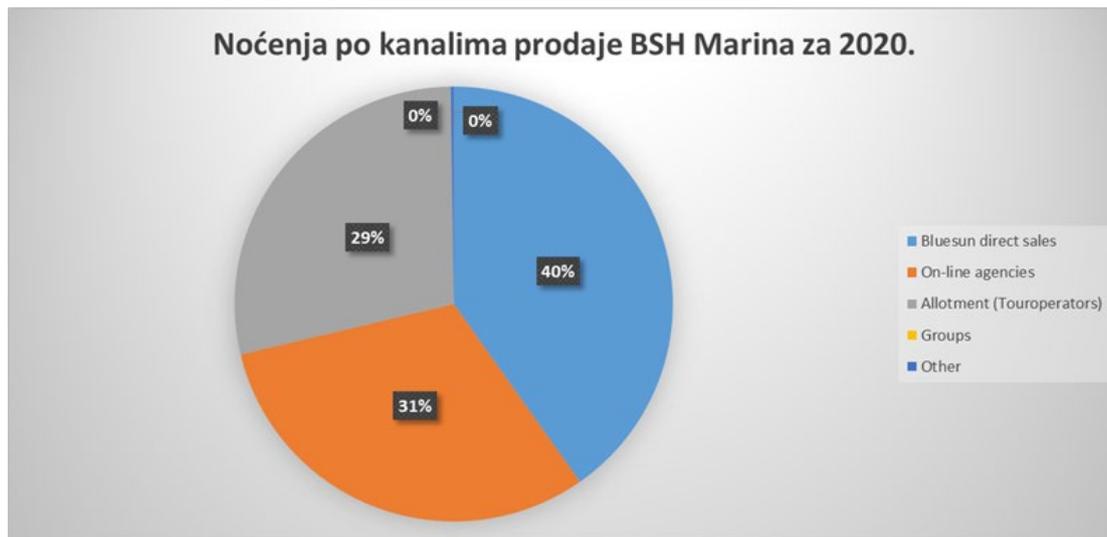
- Currency exchange office
- Animation program for children and adults
- Secured parking
- Table tennis
- Mini golf
- Billiards
- Darts
- Massage
- Sauna

## Business operations

Bluesun Hotel Marina is open seasonally, this year the hotel opened on 1 July 2021, and the hotel is planned to close on 23 October 2021.

Bluesun Hotel Marina had 4670 overnight stays in 2020.

OVERNIGHT STAYS	4670	100%
ALLOTMENT	1332	28,5
ONLINE AGENCIES	1449	31
BLUESUN DIRECT SALES	1879	40,2
OTHER:	10	0,3



Overnight stays in 2020 by countries:

OVERNIGHT STAYS	4670	100%
Ukraine	1198	25,7
Croatia	784	16,8
Poland	558	12
Germany	403	8,7
The Czech Republic	360	7,7
BIH	288	6,2
Hungary	243	5,2
Romania	199	4,3
Slovakia	173	3,7
Other countries	152	3,3
Slovenia	105	2,2
France	64	1,4
Sweden	50	1,1
Austria	50	1,1
Russia	43	0,6



## Our employees

Bluesun Hotel Marina operates as part of Sunce hoteli d.d.

Currently, Hotel Marina has 30 employees on a permanent contract, while we employ an additional 60 employees on a fixed-term or seasonal contract during the season.

Sunce hoteli d.d. fully adheres to:

- all applicable labor and human rights laws and regulations;
- all employees and their rights are respected;
- all employees are treated equally;
- continuous work on education, training and professional development of all employees;
- employees are allowed to join a union.
- all seasonal employees with a place of residence outside the destination are provided with accommodation and meals;
- an employment policy for permanent employment is implemented for all diligent, successful and interested employees;
- an employment measure is implemented – permanent seasonal

## Bluesun Academy – more than a training center

Bluesun Academy is much more than a training center, Bluesun Academy is a place that helps one perfect their service skills and expertise, and the measure of success is employee motivation and guest satisfaction. Emphasis is placed on continuous education considering that only well-educated staff can be ready to accept new challenges and participate in creating new ideas.

The main activities of the Bluesun Academy are: specialized foreign language courses (targeting employees in tourism), development of professional hotel skills and development of management skills, and its main task is the constant development and improvement of the skills of all our employees –

both permanent and seasonal. Thus, the quality of service is developed and improved, i.e. it continuously contributes to increasing guest satisfaction, which is the most important goal and our vision.

In order for employees to increase their individual work efficiency, but also job satisfaction, BS Academy provides them with continuous learning through the following programs:

- foreign languages
- development of professional hotel skills
- PC skills
- professional seminars and trainings
- managerial skills
- training for wellness staff

The development and advancement of young employees in particular is of great importance within the activities of the Bluesun Academy, two programs are especially intended for them:

- Internal training
- Mentoring system

A common feature of these programs is that our permanent and experienced employees, who are also internal coaches and mentors, work with our young employees and help them in their professional and personal development.

Internal training is group work, and mentoring is individual work on their professional and personal development.

Internal education has a significant role and is guided by the principle of lifelong learning. This enables the effective transfer of knowledge from colleagues who are more experienced in a certain area to other colleagues.

Under the motto “we learn from the best”, mentoring allows young employees who are at the beginning of their career to learn from experienced colleagues who have extensive knowledge and the will to pass on knowledge to a new generation. Employees who stand out with their quality of work and approach to work have further opportunities of advancement, primarily through further learning and taking on more complex and responsible job positions.

## Sustainability

### GOALS

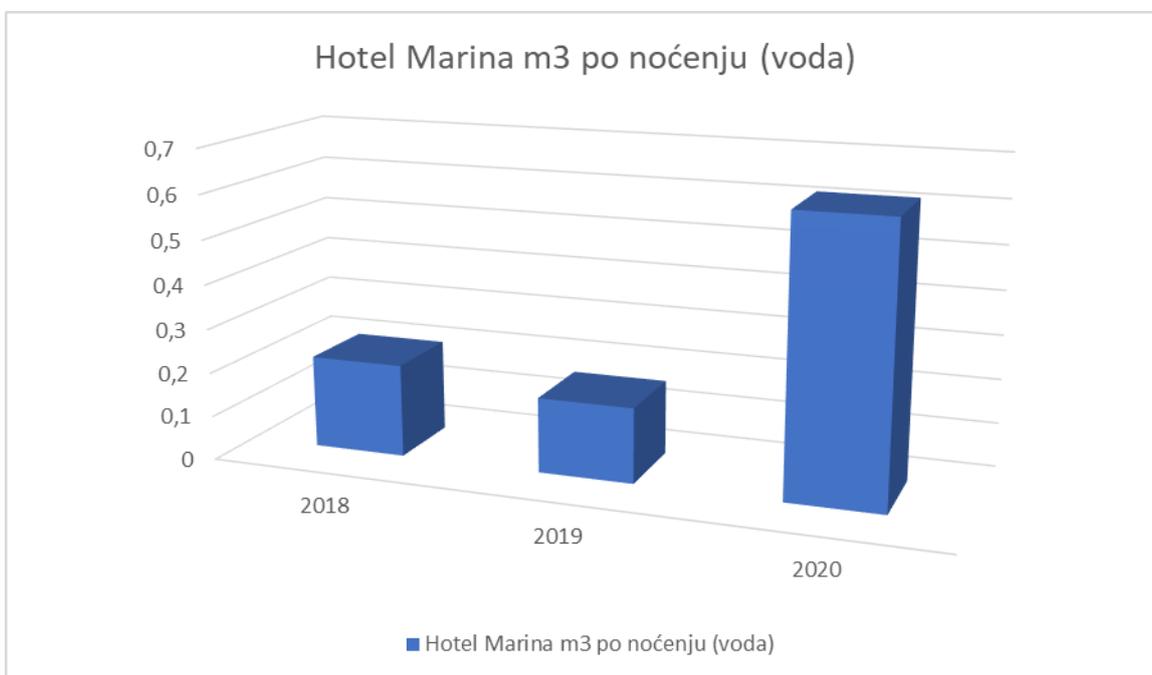
- Reduce water consumption from 0.62 m<sup>3</sup> in 2020 to 0.20 m<sup>3</sup> per night in 2021;
- Reduce energy consumption by 5% compared to 2020;
- Use of environmentally friendly biodegradable cleaning agents in 2021;
- Improve cooperation with the local community;
- Waste reduction by 5% compared to 2020.

## WATER

The following graphs show data on water consumption in 2018, 2019 and 2020.

In order to reduce water consumption in the future and manage it sustainably, we have additionally taken the following steps:

- Reduction of water consumption policy – an active water consumption policy that is being implemented and monitored
- Water consumption – water consumption is measured on a monthly basis
- Energy-saving toilets – energy-saving buttons or other water-saving equipment are installed in the toilets
- Irrigation system control
- Dampening the valves for certain flows



The chart shows a negative trend in water consumption compared to previous years, but the cause is the coronavirus pandemic, where there was a very large decline in overnight stays compared to previous years. Maintenance of green areas required water consumption regardless of the number of overnight stays.

Goal for 2021:

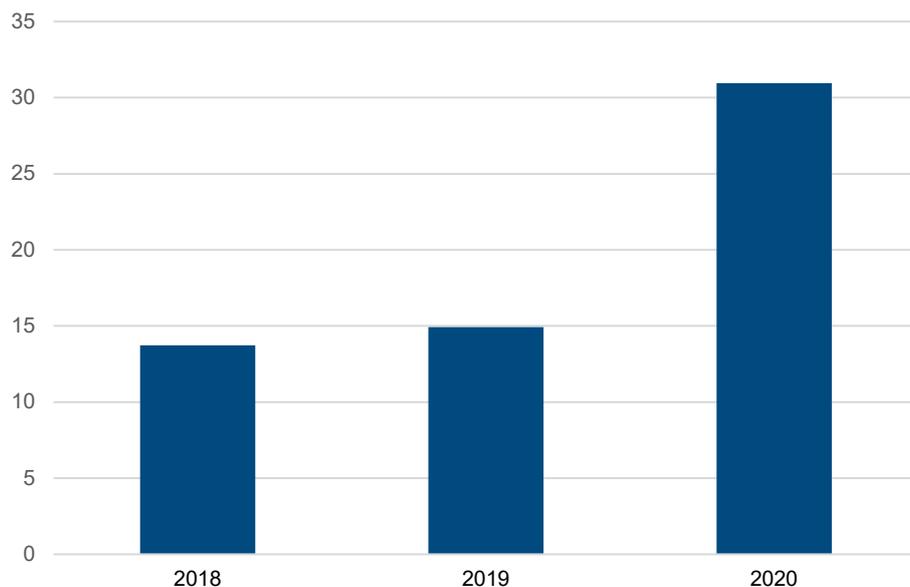
Reduce water consumption from 0.62 m3 in 2020 to 0.20 m3 per overnight stay.

## POWER

According to the graphs, there is an increase in power consumption per night in 2020 compared to 2019.

Power consumption per night has increased significantly due to reduced occupancy of the facility and the reason for this is the coronavirus pandemic. Our goal for 2021 is to reduce the power consumption per night (electricity, LPG, heating oil) by 35% compared to 2020.

### Hotel Marina kWh per night (energy)



In order to further manage electrical power sustainably, we have implemented the following business policy:

- Energy saving policy – the company has an energy saving policy that has been implemented and monitored
- Energy consumption and sources – energy consumption for heating and electricity is measured. Different periods are compared with the aim of reducing emissions
- Automatic on/off system – in locations where feasible, an automatic on/off system is used
- Equipment "shutdown" policy – all equipment is switched off after business hours (not left in standby mode)
- Light switch-off policy – in places where possible, all lights are switched off after working hours
- Low energy equipment – when buying new equipment, preference is given to low energy equipment based on EU directive standards
- Efficient mode - the equipment is set to energy saving mode
- Placing stickers in all rooms;
- Since most of the bulbs in the Hotel are LED bulbs, this year we intend to add timers and additionally warn employees about the importance of turning off the lights.
- By placing additional sensors where there are none.

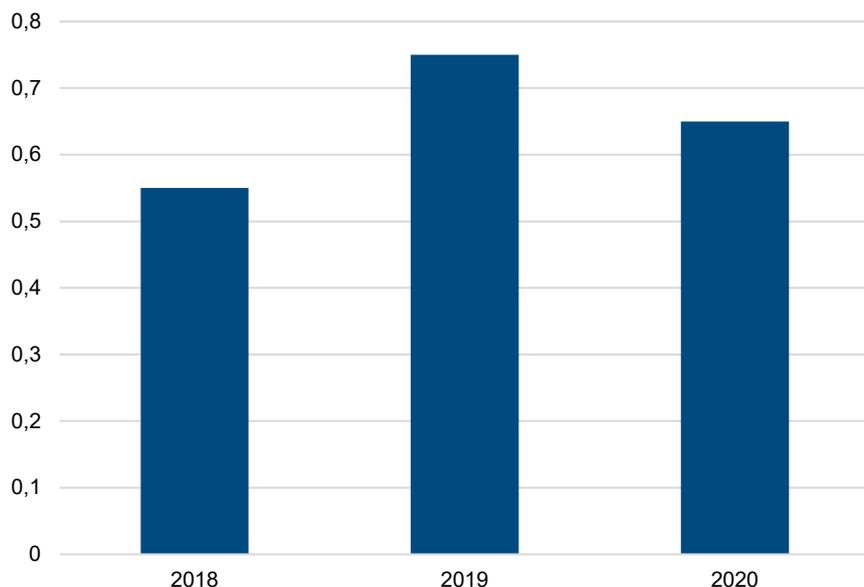
### HEATING OIL

Heating oil consumption was 0.65 L per night for 2020, the goal for 2021 is to reduce heating oil consumption to 0.50 L per night.

The way we plan to reduce consumption is to:

- Save hot water
- By procurement of more efficient heat exchangers

**Hotel Marina L per night (heating oil)**



## **CLEANING SUPPLIES AND OTHER DANGEROUS SUBSTANCES**

One of the key elements of our business is environmental awareness. The fact is that the tourism industry has a great impact on the environment and thus the Bluesun hotel chain is focused on the proper and adequate treatment of waste and packaging, preservation of the natural environment on its land, primarily the preservation of beaches and ecosystems.

In all this, hotels offer a wide range of offers, such as organic products that significantly affect the food culture and environmental protection in the local community. The fact that the hotel Marina is located just a few meters from the beach obliges us to act responsibly towards the environment to which we in some way owe the success of the entire destination. That is why in Marina, as well as in other Bluesun Hotels, special attention is paid to supplies for maintaining inventory, which may contain dangerous substances or cause possible pollution.

## **Local community**

Bluesun Hotels in Brela participated in the construction and renovation of the promenade by the sea and they plan to continue in the future. So far, we have co-financed a number of local projects.

We are open to all forms of assistance, both locally and beyond. We also help through donations to:

- Mountaineering Association Pozjata
- Swimming Club Galeb
- Kšed Bilubij Lokvičići
- City Of Makarska
- Parish Of St. Stephen The First Martyr
- Primary School Dr. Franjo Tuđman
- The Croatian Mountain Rescue Service
- City Music Of Makarska
- Dvd Zadvarje
- Trade Union Of Tourism And Services Of Croatia

## Waste management; suppliers and customers

Waste management at Hotel Marina is carried out through partner companies dealing with waste disposal. The waste disposal plan was prepared by the Hotel in cooperation with the company Zeleni servis d.o.o., which is otherwise authorized for strategic environmental impact assessments, it prepares spatial development plans, urban plans and other strategic documents. Next to the hotel there is a place where waste is sorted into specially designed containers by type: mixed municipal waste, paper and cardboard, biodegradable kitchen waste, edible oil and fats.

The licensed utility company Greben d.o.o. za komunalne usluge is also in charge of waste collection. Construction waste, waste paints, varnishes, acids and alkalis, packaging contaminated with hazardous substances, metal packaging, oily solid and other waste are disposed of by the company Cian d.o.o. from Split, which also provides our hotel with professional and specialized containers for waste collection.

During our many years of work, we have implemented the following ways of responsible waste management:

- Waste regulations – the company complies with national waste management regulations
- Waste reduction – solid waste reduction policy and recycling policy aimed at reducing the amount of waste that can no longer be used
- Sustainable packaging – reduction of packaging waste and minimal use of non-recyclable and non-biodegradable material
- Toner/ink – when ink or toner is used for printing and copying, waste reduction methods (recycling, refilling) are introduced wherever possible.



Ana Medić  
Director of Hotel Marina  
Brela, 10 September 2021

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Privredna banka Zagreb d.d. - IBAN: HR3023400091110503995  
Erste&Steiermärkische Bank d.d. - IBAN HR7924020061100956851

Temeljni kapital: 595.458.500,00 kuna  
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