

SUSTAINABILITY REPORT

Bluesun Holiday Village Bonaca, Bol



About Bluesun Hotels

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

Every 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 Holiday Village Bonaca



With a rich offer and a variety of daily, evening and children's animation, Bluesun Holiday Village Bonaca*** all Inclusive is ideal for families with children. It is a complex of small pavilion buildings immersed in Mediterranean greenery, so that it provides guests with a sense of privacy and intimacy. The children's pool, children's playground and ambience in nature, protected from cars and noise, are perfect for children's games while parents can relax on a deck chair or enjoy a cocktail.

The complex is located 150 m from the sea. Bluesun Holiday Village Bonaca has a capacity of 236 accommodation units located in a complex of small pavilion buildings:

- 188 hotel rooms and
- 48 family hotel rooms.

FACILITIES

Hotel restaurant

The hotel restaurant accommodates 490 guests who have a wide choice of different foods at their disposal in the all-inclusive offer that includes breakfast, lunch and dinner.

Swimming pool

Swimming pool for adults and shallow children's pool, 350 m² and 40 m², with a sun deck around the pool of 1000 m² with 300 deck chairs and 120 parasols.

Bar salon

Multifunctional hall that accommodates 250 people, with a bar.

Pool bar

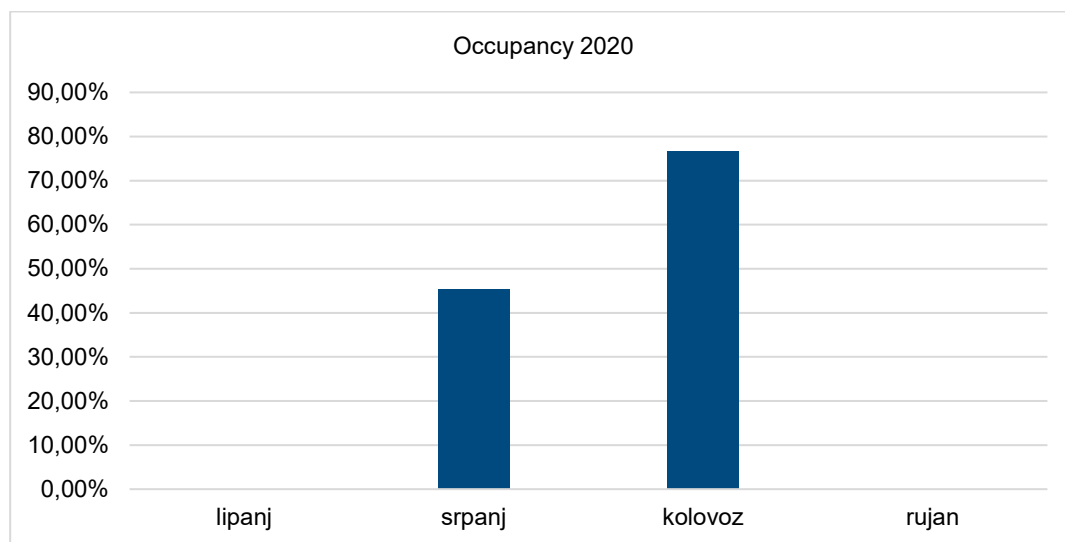
An open bar by the pool with an all-inclusive offer of drinks and an additional offer of off-board alcoholic and non-alcoholic beverages.

Other facilities

- 3 children's clubs and children's playground
- Teen club
- fitness room
- currency exchange office
- animation program for children and adults hotel
- table tennis
- boules courts
- multifunctional court – for basketball, futsal, handball

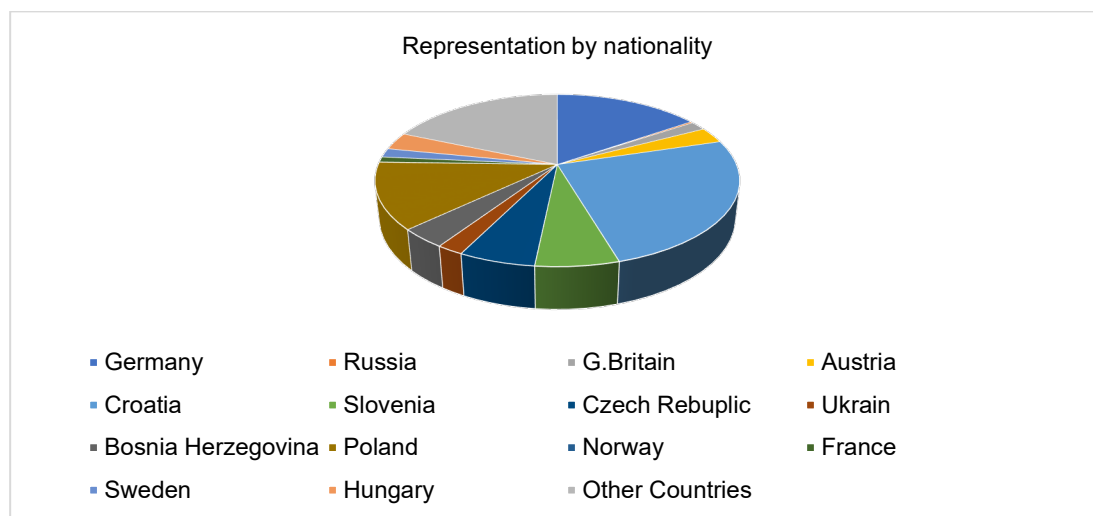
Business operations

Bluesun Holiday Village Bonaca is open seasonally, last year the Hotel was opened on 22 July and we worked until 28 August , in 2019 the Hotel was open for 6 months starting from 1 May.

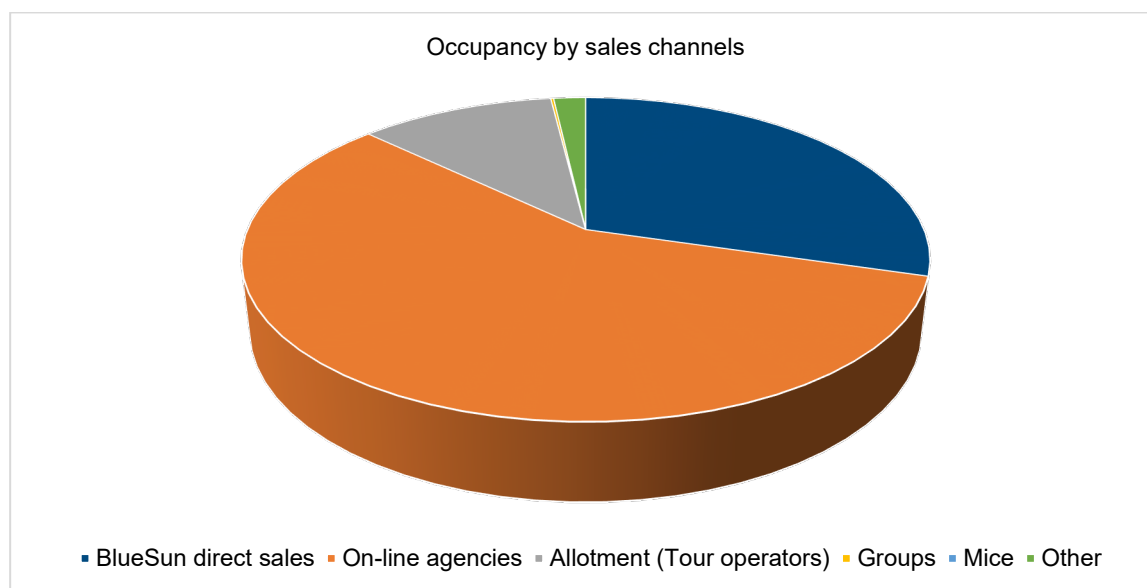


In 2020, we had 20,279 overnight stays.

In 2020, 5,089 overnight stays were made by guests from Croatia, followed by guests from Poland with 2,525 overnight stays, and guests from Slovenia with 1,265 overnight stays.



By sales channels, direct and online booking is the most common, given that the business of agencies throughout 2020 was minimal given the situation with COVID.



Our employees

Bluesun Holiday Village Bonaca operates within the company Sunce Hoteli d.d. Currently, Bonaca has 36 employees on a permanent contract, while we employ an additional 60 employees on a fixed-term or seasonal contract during the season. We fully adhere to:

- All applicable labor and human rights laws and regulations;
- We respect our employees and their rights;
- We treat all employees equally;
- We work on the training and professional development of all our employees;
- We allow employees to join a union.

Additionally:

- All seasonal employees with a place of residence outside Bol are provided with accommodation and meals;
- We continue to employ permanently for all interested employees;
- We continue to employ people on a permanent seasonal basis;
- We are constantly working on employee education.

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 (adapted for employees in tourism), development of professional hotel skills and development of leadership skills, and its main task of constantly developing and improving 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. It enables the effective transfer of knowledge of colleagues who have achieved results in the field on 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.

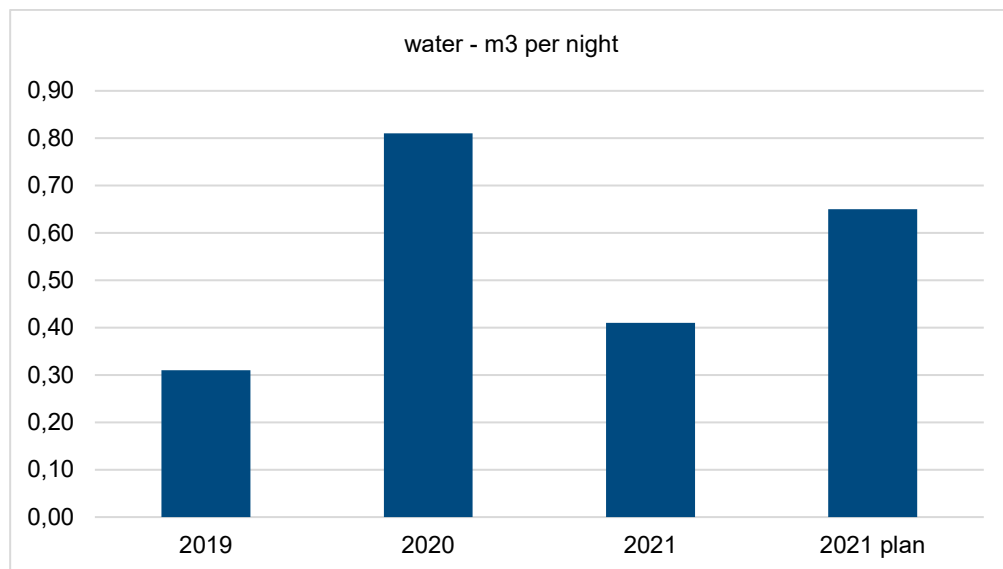
Sustainability

Goals for 2021:

- Total water consumption for 2020 was 16,470 m³, or 0.81 m³ per overnight stay, and the plan for 2021 is to reduce water consumption to 0.65 m³ per overnight stay.
- Our goal for 2021 is to reduce energy consumption (el. energy, LPG, heating oil) by 15% compared to 2020.
- Improving cooperation with the local community;

WATER

Total water consumption for 2020 was 16,470 m³, or 0.81 m³ per overnight stay, and the plan for 2021 is to reduce water consumption to 0.65 m³ per overnight stay.

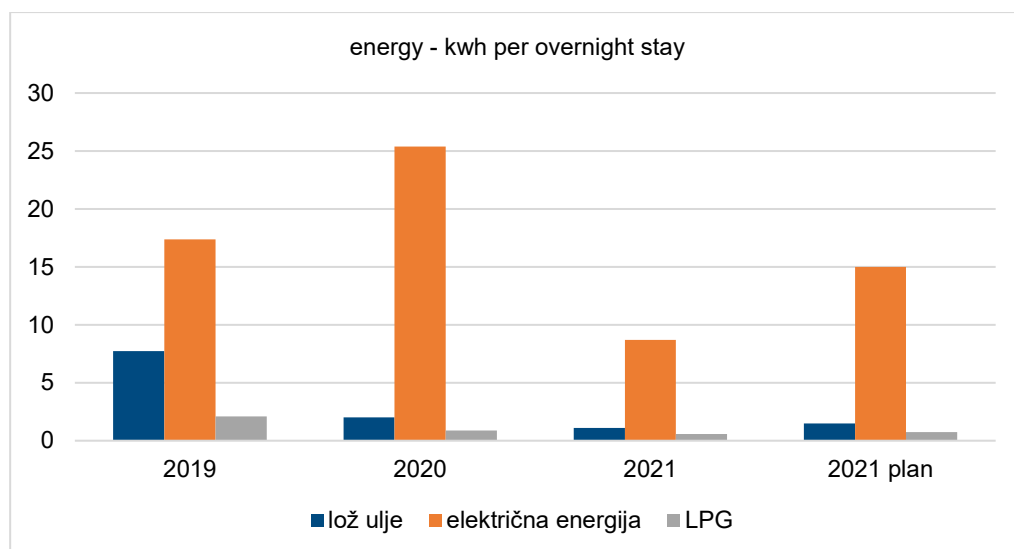


We can achieve the set goals in several ways:

- Better irrigation control;
- Improving the watering plan;
- Better control and less refilling of the pool with fresh water.

ENERGY

Our goal for 2021 is to reduce energy consumption (el. energy, LPG, heating oil) by 15% compared to 2020.



The set reduction and goals can be achieved in the following ways:

- Placing stickers in all rooms;
- Currently, all light bulbs in the hotel are energy saving;
- By installing additional sensors around the settlement.

Local community

Improving cooperation with the local community through the work of the tourist board. Sunce hoteli d.d. participates in the organization and sponsorship of the WTA tournament in Bol together with the tourist board of Bol and the Municipality of Bol.

Progress since the 2018 Sustainability Report:

- Changed all bulbs to energy-saving LED lighting;
- All outdoor lighting is mounted on sensors;
- Installed irrigation on a part of the environment, which reduced the consumption of irrigation water;
- Improved cooperation with the local community through participation in the work of the tourist board.

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