

SUSTAINABILITY REPORT

Bluesun Hotel Soline, Brela



Bluesun Hotels & Resorts hotel chain

Hotel Soline is part of the Croatian hotel chain Bluesun Hotels & Resorts managed by one of the leading tourist companies Sunce Hoteli d.d.

Every Bluesun hotel is unique in providing an experience of Croatia, whether it is the Velebit, Dalmatian or Biokovo landscape. They are located on 5 attractive Croatian locations, which are adorned with the most beautiful Croatian beaches and the immediate vicinity of national parks - Bol, Supetar, Brela, Tučepi and Starigrad-Paklenica.

Bluesun hotels embody the best of Croatian hospitality, carefully decorated interiors, high quality service and excellent cuisine.

The quality of the Bluesun Hotel has been recognized and awarded for many years by many world-renowned agencies and travel and review websites (TUI, Rewe, Thomas Cook, TripAdvisor, Booking.com). It offers a number of day trips to the most popular tourist destinations, organization of pilgrimage tours, weddings, business meetings, conferences, team building activities and indigenous experience of Wellness & Spa.

A special advantage in the successful operation of the hotel is provided by the exceptional traffic connection and the proximity of the airports of Split, Zadar, Zagreb and Brač.

Bluesun Hotel Soline



PROPERTY AND SURROUNDINGS

Bluesun Hotel Soline**** was built by the famous architect Julije de Luca in 1983 and has 208 rooms. The hotel consists of 2 parts, the main building and the annex "Mirna".

The idea of the architect de Luca was a combination of nature, the sea and Biokovo. The hotel is located in the center of Biokovo, close to the crystal-clear sea and beautiful beaches along the promenade just 5 minutes from the award-winning Punta Rata beach. It covers an area of 6,781 m².

The main features of this hotel are rich wellness facilities, congress facilities, restaurant SOL Mediterranean Dining, winery. Hotel Soline is located 20 m from the sea, 600 meters from the most famous beach Punta Rata, 200 from the center of Brela, 50 km from Split, 70 km from Split airport.

ACCOMMODATION AND FACILITIES OF HOTEL SOLINE

Hotel accommodation in Hotel Soline includes a total of 208 accommodation units.

Rooms

ROOM TYPE	Quantity
1. Standard sea side	44
2. Standard park side	5
3. Superior	5
4. Superior sea side/sea view	113
5. Premium sea view	15
6. Junior suite	4
7. Single sea side	22

All rooms are equipped with basic appliances and amenities in the room, and some of them have additional amenities.

Basic amenities: air conditioning, telephone, Internet (WIFI), satellite LCD television, mini-bar, bathroom, hairdryer, in-room safe.

Additional amenities in the room: extra beds for some rooms, baby cots on request in all rooms, anatomical pillow and mattress toppers on request.

Service and catering capacity of the hotel

The catering service includes 2 restaurants and 5 bars, 3 of which are outdoor bars.

RESTAURANT TYPE	Capacity	Location	Type of service	Additional service
Hotel restaurant	550 pax	Ground floor of the hotel with an option of sitting and being served on the terrace, typical restaurant design	Buffet: breakfast and dinner with "show cooking" Pizza station	
SOL à la carte restoran	70 pax	First floor of the hotel with direct sea view	à la carte Mediterranean specialties	

Bars	Location	Terrace access	Type of service	Additional service
Aperitif-bar	Capacity 120 pax. Interior of the hotel – right at the entrance to the hotel	✓	Specialized offer of cocktails and additional offer of non-board alcoholic and non-alcoholic drinks	
TIMUN bar	Capacity 180 pax. The open part of the hotel is located next to the promenade with an open terrace	✓	Specialized offer of cocktails and additional offer of non-board alcoholic and non-alcoholic drinks	Cakes, homemade ice cream from own production and snack & fast food dishes
SOL bar	Capacity 70 pax. Pool bar	✓	Specialized offer of cocktails and additional offer of non-board alcoholic and non-alcoholic drinks	Snacks, fast food dishes
Congress bar	Bar located between two congress halls inside the hotel	✓	It is used exclusively for congress events and coffee breaks	
Wine bar	Capacity 30 pax. The bar is located at an attractive location near the hotel promenade	✓	Special offer of wine tastings and sale of bottles of wine & olive oil from our own winery Stina vina and from olive groves from the island of Brač	Wine and prosciutto

Sports and relaxation area; Wellness and Fitness Center Bluesun Hotel Soline

WELLNESS BLUESUN HOTEL SOLINE



Wellness Center in Bluesun Hotel Soline has 1,500 m² of indoor and outdoor space and is one of the largest wellness centers on the Makarska Riviera.

Water world

SWIMMING POOL TYPE	VODA	GRIJANJE
Indoor & outdoor pool	freshwater	yes
Wellness Oasis whirlpool 2 (indoor & outdoor)	freshwater	yes
Outdoor children's pool	freshwater	yes

Wellness oasis

TYPE OF SAUNA	TYPE OF THERAPY	TEMPERATURA
BIO SAUNA	Chromotherapy (combination of Finnish & Turkish	do 60°C
FINNISH SAUNA	Dry sauna (body detoxification)	95 °C
TURKISH SAUNA	Steam bath in hot air to clean the airways and strengthen immunity on 100% humidity	45°C - 50°C

Relax zone

- Sun terrace with outdoor garden
- Ceramic heated beds,
- Whirlpool (Indoor & outdoor/freshwater up to 34°C)
- Epidaurum
- Cold water pool
- Recreational swimming pool (indoor & outdoor)

Tretmani

- 8 treatment rooms

FITNESS CENTER

ELEMENTI	YES/NO	EQUIPMENT TYPE
Training equipment	✓	TechnoGym + Power

Congress facilities

The congress facility of the Bluesun Hotel Soline is an excellent place for holding various types of congress events. It has 3 halls, Punta Rata, Stomarica i Podrače. The largest hall has a total capacity of up to 142 seats.

Congress halls and meeting rooms are equipped with new and state-of-the-art technological equipment, which is safe in the hands of professional staff and it enables the holding and organization of congresses, business meetings, social events and other events.

FACILITIES AND ACTIVITIES

The hotel offers a variety of attractive facilities for individuals, wellness, fitness and yoga arrangements. Proximity of excursion and cultural sights as well as the attractive central location in the town itself make this hotel special.

In order to provide guests a memorable holiday, in the restaurant and bar various thematic evening accompanied by music are organized. Guests from the youngest to adults, individuals, groups or families, can all find something for themselves and experience a holiday to remember.

Among the various types of entertainment, the hotel does not neglect tradition and often organizes themed evenings (live music in the restaurant and on the terraces of bars). The hotel also has an always active animation team that takes care of the organization of activities and entertainment for adults and children.

In the hotel, we offer the service of an in-house doctor who takes care of our guests' health. A hair salon and souvenir shop are additional facilities at the hotel.

Other services and facilities

- Reception 24/7
- Exchange office
- Parking – extra charge
- Travel agency – info desk for transfer and excursion services
- Free wi-fi in the entire hotel complex

EMPLOYEES OF THE BLUESUN HOTEL SOLINE

Bluesun Hotel Soline employs employees under fixed-term and indefinite employment contracts.

For the 2021 season, the Bluesun Hotel Soline employs 124 employees

- 75 seasonal employees
- 49 employees under a permanent employment contract

Work ethic of Bluesun Hotel Soline

Since most hotels are open during the summer season, we are aware that our employees, working intensively in the hottest part of the year, tend to lose morale, forget about personal goals, which is why it is very important to us that our employees are satisfied.

Accordingly, when hiring employees, we offer candidates all the benefits that reward their work, and are within the law.

- All seasonal employees with a remote place of residence get shared accommodation in the newly built hostel Zadvarje. The rooms are equipped with private bathrooms, TV, air conditioning, WIFI. Three free hot meals a day. Organized transport to the accommodation by mini - buses. Free transportation to the workplace from the surrounding villages is organized for household employees.
- We recognize the efforts of our employees, reward their work and propose permanent seasonal employment, a permanent contract, incentive income and promotions.
- We invest in the professional development and quality by organizing educations, trainings and seminars for our employees. During the winter months we hold trainings and during the summer we hold short briefings.

There are no differences among our employees, everyone has the opportunity to prove their abilities, advance within hotel positions, and in the selection of candidates we try to give equal opportunities to candidates with promising potential as well as to experienced professionals who guarantee sustainable quality of our service at a high level.

Bluesun Hotels are also regularly seen at job fairs where candidates can come in person to introduce themselves and acquire information about working at Hotel Soline as well as other Bluesun Hotels.

Speaking of the legal framework for hiring its employees, Bluesun Hotel Berulia also takes into account the following elements:

- In employment, the company adheres to all applicable laws and regulations related to work and human rights
- It allows employees to join a union
- It proposes permanent employment for all interested employees

Bluesun courses

Every year, Bluesun Hotel Soline invests in educating its employees, preparing them for business communication with guests and potential situations they could face during seasonal work. Employees of Bluesun Hotel Soline have the opportunity to enroll in the training center – Bluesun Academy and attend various seminars aimed at training employees for better interpersonal relationships and cooperation.

BLUESUN ACADEMY is active at the level of the entire hotel chain. It is a school of service and expertise training that aims to motivate its employees, and whose success is manifested through the satisfaction and positive feedback from its guests.

Since only well-educated staff can be willing to accept new challenges and participate in creating new ideas, Bluesun Academy is focused on continuous education of its employees, and its ultimate vision is to continuously increase guest satisfaction and continuously improve service quality.



The main task of the Academy is the constant development and improvement of the skills of all employees. The primary activities organized within the Academy are:

- Specialized language courses
- Development of professional hotel management skills
- IT skills
- Professional seminars and trainings
- Improving managerial skills
- Wellness staff education

Every year before the opening of Bluesun Hotel Soline, we provide our employees with a course in German or French in order to professionally develop their skills for reception and daily communication with guests.

Bluesun Hotel Soline also pays special attention to its youngest employees and suggests that they get involved in two special programs that the BS Academy organizes especially for young workers.

These are programs: internal training & mentoring system.

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

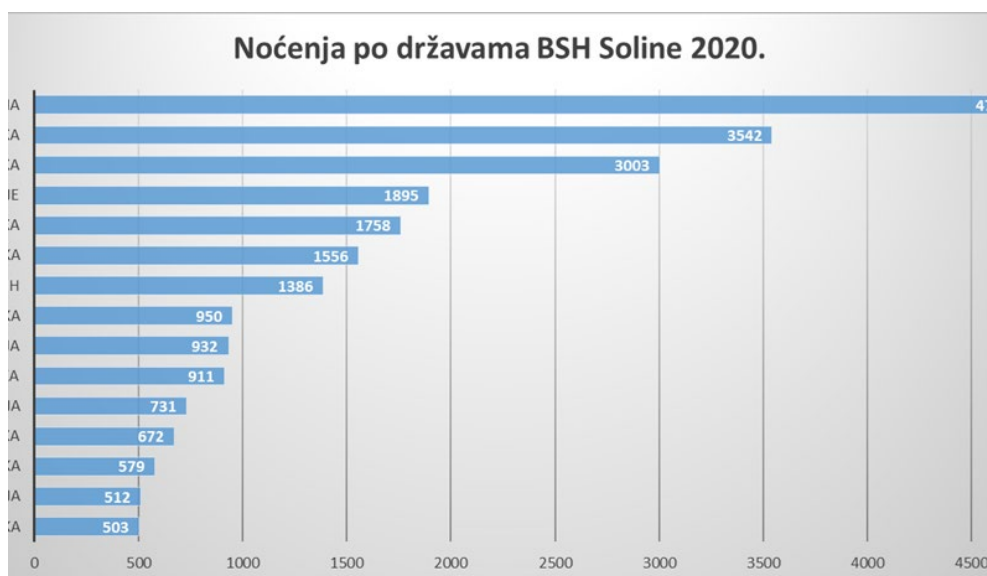
Through such programs, permanent and experienced employees, who are also internal trainers and mentors, work with young employees and help them in their professional and personal development. Internal education is guided by the principle of lifelong learning, which achieves the effective transfer of knowledge from more experienced colleagues who have already achieved results in an area to younger, less experienced ones.

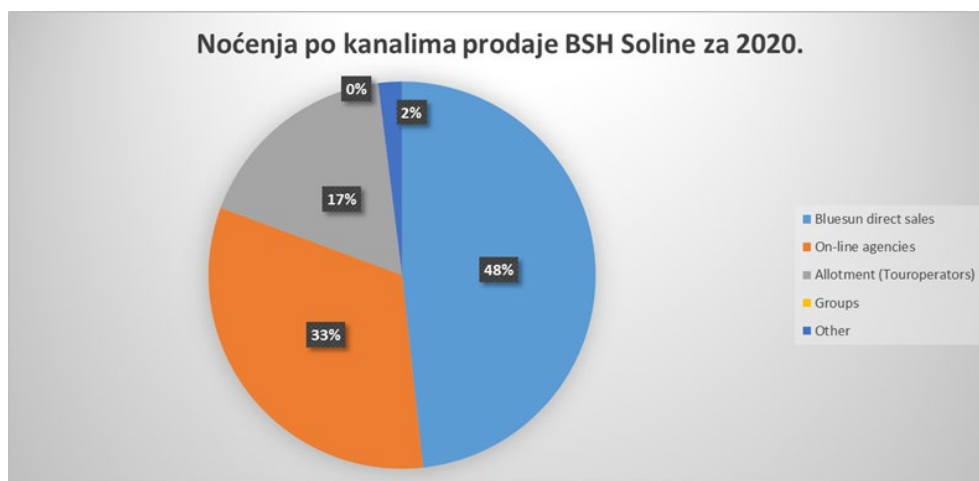
As part of these programs, it is possible to get a job as a trainee or do an internship at the Bluesun Hotel Soline.

GUESTS AND PARTNERS

Bluesun Hotel Soline is open seasonally. Every year, the hotel usually opens in early April and remains open until early November, while in 2020 the season was reduced to the period July - September.

Occupancy





ACHIEVEMENTS, RECOGNITIONS AND AWARDS

Bluesun Hotel Soline has won numerous awards from the Croatian Chamber of Commerce, the Ministry of Tourism of the Republic of Croatia, as well as various Tour Operators online booking agencies.

In addition to the well-earned first place at the Days of Croatian Tourism in 2017 and the official naming of the hotel as the hotel with the best Wellness in the country in 2011, Bluesun Hotel Soline is proud of the award TUI TOP QUALITY 2019.



NATURAL ENVIRONMENT AND SOCIAL ISSUES

For years, Bluesun Hotel Soline has been working diligently on sustainability policy, both on internal issues such as employment, labor and human rights, cooperation with various agencies that we retain as partners, and in relation to our natural environment. It also has excellent cooperation with the local community, the municipality of Brela and Imotski and Sinj high schools.

The hotel also provides a variety of employment opportunities, ranging from unskilled staff, to middle and senior management positions. This provides the local population with attractive opportunities to learn and build their career. In addition, employment at the Soline Hotel helps diversify the economy from an agricultural or industrial to a service-based economy, providing higher status and wages.

Much of success in environmental sustainability depends on individual employee participation. It is for this reason that we organize regular trainings and raise the awareness of our employees. We place great importance to regular communication and training on possible actions and policies of our company and thus ensure the commitment of employees in the overall policy of sustainability.

SUSTAINABILITY POLICY DEVELOPMENT MEASURES TAKEN

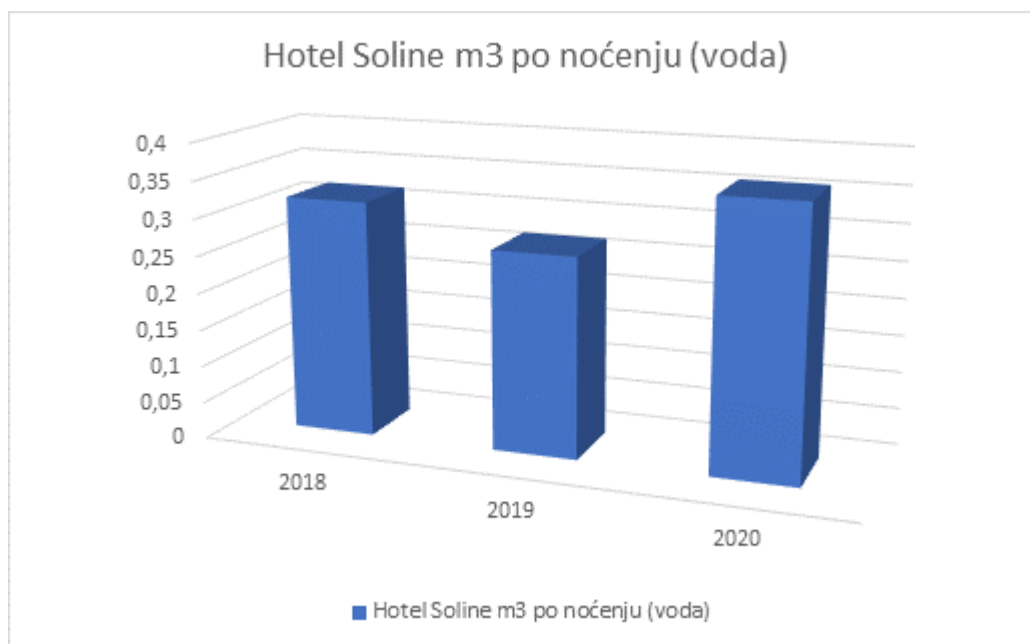
Goals

- Reduce water consumption to 0.3 m³ per overnight stay for 2021;
- Reduce energy consumption by 2% compared to 2020;
- Improve cooperation with the local community;
- Waste reduction by 2% compared to 2020.

Water, fuel & electricity consumption

Water

Our goal is to reduce water consumption to 0.3 m³ per overnight stay for 2021.



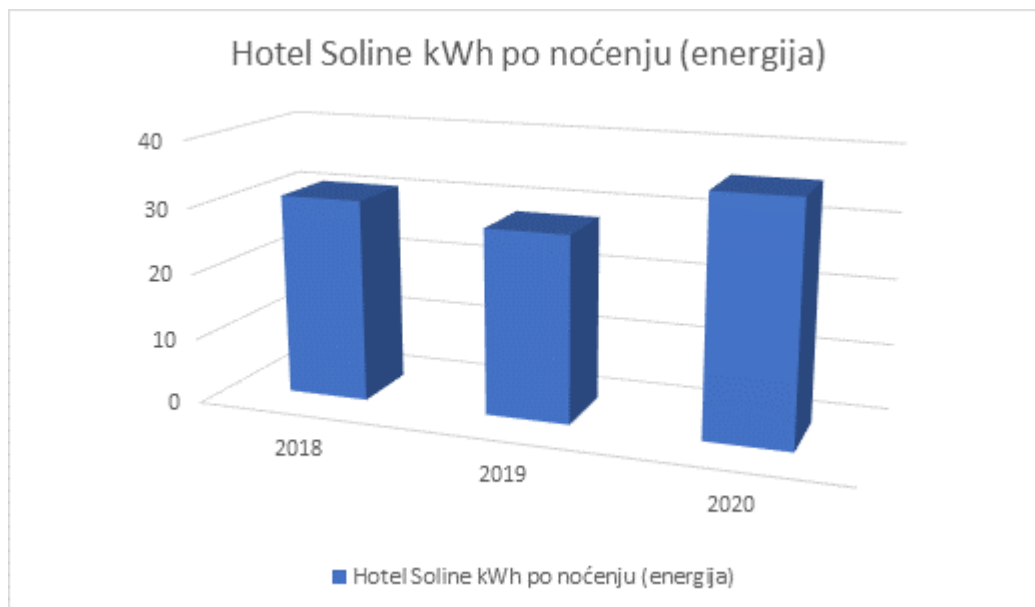
We can achieve the set goals in several ways:

- Better irrigation control
- Improving the watering plan
- Better control and less refilling of the pool with fresh water
- With informative pin boards

Energy

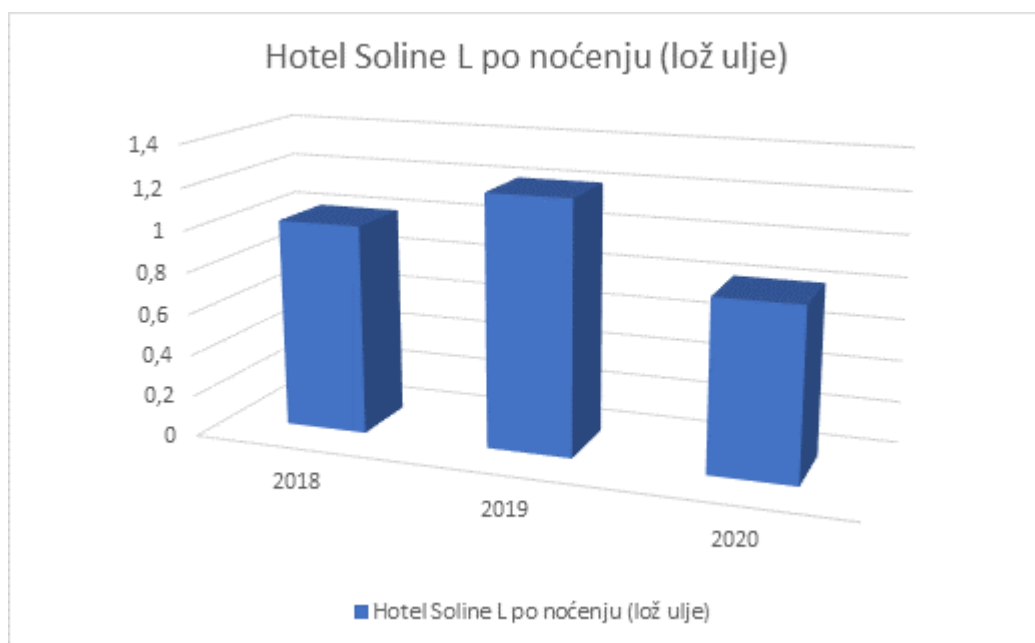
Our goal for 2021 is to reduce energy consumption (el. energy, LPG, heating oil) by 2% compared to 2020. The default reduction and goals can be achieved in the following ways:

- Placing stickers in all rooms;
- Currently in the hotel more than 50% of light bulbs are energy saving, this year we intend to change that and bring that percentage to + 90%;
- By installing additional sensors



We plan to reduce consumption of heating oil for 2021 by 2% by ways of:

- Saving hot water
- Procurement of more efficient heat exchangers
- Consider reheating water with a heat pump



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 Soline 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 the Hotel Soline, 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.

Waste management: suppliers and customers

Waste management in Hotel Soline is carried out through partner companies that deal with waste disposal. The hotel drafted the waste disposal plan 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 for our hotel are disposed of by the company Cian d.o.o. from Split, which also provides us with professional and specialized containers for waste acceptance.

During 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.

Social and local community

Since hoteli d.d. 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. Representatives of Hotel Soline actively participate in the work of the Assembly of the Tourist Board. We especially emphasize the cooperation in the organization of the event 50 years of Brela, the Champion of Tourism.

We also help through donations:

- Mountaineering Association Pozjata
- Swimming Club Galeb
- Kšed Bilubij Lokvičići
- City of Makarska
- Parish of St. Stephen the First Martyr
- Dr. Franjo Tuđman Elementary School
- The Croatian Mountain Rescue Service
- City Music of Makarska
- DVD Zadvarje
- Trade Union of Tourism and Services Union

Conclusion

Much has been invested in the Bluesun Hotel Soline over the last decades. A major renovation took place in 2006, and the last renovation in 2018/2019. During the winter months, the reception area, aperitif bar, lobby & hallways, restaurant, kitchen, upgrade of a total of 3 congress halls, fitness, 2 accommodation units, restaurant terrace, a la carte restaurant Sol were renovated. Timun bar & Wine bar. Both visually, aesthetically and physically, as well as in the sustainability of its internal structure, the sustainability of the workforce and the structure of the hotel's technical maintenance.

Through the report, we included a detailed description of the facility and accommodation capacity, its features, and the facilities and services it offers.

We presented the possibilities and program of investments in developing the professional skills of our employees, which will continue to be the focus of our dedication in the following periods.

Preparation of data on energy consumption in relation to 2020 and 2021 allowed us, as well as our shareholders, to have a better picture of the consumption status according to realized overnight stays. This, among other things, helped us set new challenges and goals in the continuation of our business operations and construction of infrastructure, which are mostly related to the plans to reduce the consumption of electricity sources and other resources needed for the operation of the facility.

Through the report, we renewed the knowledge that we had about ourselves and it helped us gain a better insight into the segments that we plan to improve in the future. Aware that by investing and taking those measures that lead to achieving the set goals, we invest in our image and quality of business, we will continue to inform our consultants about our work and implement a policy of developing measures to improve hotel sustainability.

The key to our future success in tourism will continue to be basic resources such as cultural heritage, nature and the environment, the cleanliness of the sea, and the local community and the people who make this place unique. By protecting these basic resources, we will strive from year to year to preserve and protect natural resources and support the socio-economic development of the local population.

So, all these elements in synergy interpret our offer and the image of tourist propaganda in the country and the world.

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