



INTERNAL SUSTAINABILITY REPORT
TUI BLUE Adriatic: Progress and goals
2 May 2021 to 1 September 2021

The report was compiled by Josip Bušelić on 3 September 2021

INTRODUCTION

The following sustainability report aims to give you more information about our hotel's commitment to creating sustainable development and promoting the environment protection. The last report was distributed on 30 August 2019.

EFFECT ON THE ENVIRONMENT

Intentions, goals and plans

Parts of our hotel infrastructure such as swimming pools, air conditioning and lighting require energy. Our goal is to optimize their use as much as possible to reduce the negative impact of our hotel on the environment.

In addition to protecting energy resources, reducing water consumption is a central aspect of our hotel's environmental policies, as clean water is a very valuable resource that we simply need to conserve.

Pollution reduction is a responsibility that we also take very seriously, and our goal is to improve this aspect by separating, recycling and reducing waste production in our hotel.

Energy use | Waste control | Pollution

Accomplished

- The hotel was renovated in 2017 and new LED technologies have been installed in every room and area. We have maintained all these technologies regularly, correctly and responsibly.
- The energy efficiency class of the air conditioner in our hotel is A
- The walls of the hotel are insulated with 12 cm thick stone wool
- The windows are equipped with LOW-E glass
- Pipes are regularly checked for leaks
- A special message has been added to the BLUE app that aims to motivate our guests to pay attention to water consumption as well as other aspects of our environmental policies.
- Our staff raises awareness among guests regarding waste separation.



- Recycling bins have been available at the hotel since 2018.
- Regular training of employees for proper waste separation is held every year.
- Organic waste is collected by authorized companies.
- Recycled materials, such as paper, plastic, etc., are collected by authorized companies.
- We stopped using plastic straws in our bars and restaurants.

Conclusion

By properly maintaining our infrastructure, raising awareness among guests and educating our employees on waste reduction, separation and recycling, as well as continuing to monitor our energy saving policy, reducing wastewater generation and waste management, we have managed to responsibly manage our hotel in a very challenging year for us and the entire tourism industry.

Recommendations

The COVID-19 period has slowed down some of our planned operations, but after the anticipated recovery period we plan to invest in aerators that will be installed in all premises to reduce water consumption. We will review and update some of our waste management and energy saving policies and see what can be done to improve our performance.

LABOR AND HUMAN RIGHTS

High job satisfaction is an important goal of our hotel and company. This requires a fair salary and a balanced organization of working life for all employees. To ensure this, we organize a survey of employee satisfaction at the end of each season, deliver salaries to our employees always at the same time of month, offer external training seminars and education programs for all our employees and organize a group trip at the end of each season (in 2020, this was not possible due to the COVID-19 pandemic).

In order to have staff who know how to act responsibly with regard to the environment and sustainability policies of TUI BLUE, we organize training seminars on environmental protection, sustainability and waste management at least once a year.

Special trainings on COVID-19 are something we have also introduced in preparation for last summer's season (2020) and we will continue to provide them as long as the pandemic lasts.

Intentions, goals and plans | Outcomes | Conclusions | Recommendations

COMMUNITY ENGAGEMENT AND SUPPORT

As part of the TUI BLUE hotel chain, we here at TUI BLUE Adriatic have a special responsibility to help the local economy. For this reason, we have set ourselves the goal of purchasing environmentally friendly and regional products whenever possible. In this and the previous 4 seasons, most of our food came from the region we are located in. Intensive and responsible contact with the suppliers is a very important item of our business.

Most of our employees come from Tučepi and the surrounding area, and employment in our company helps them and their families achieve a stable financial situation in the area where they live.

Intentions, goals and plans | Outcomes | Conclusions | Recommendations



GUEST SATISFACTION

At our hotel we strive to educate and support our guests in everything related to environmental protection and sustainability. Upon request, conversations between guests and our staff on these topics are possible at any time.

Our guests are always invited to participate in some of our activities related to the environment and sustainability. Notifications can be found on the TVs in the rooms and on the BLUE app.

We mainly communicate our activities through our BLUE application and in this way, we work together with guests to reduce paper waste.

We believe that the numbers below are a good indicator of our guests' satisfaction with their stay at our hotel, as well as their satisfaction with our environmental and sustainability policies:

Area	Average score in percentages (source: ReviewPro)	
	2020	2021
Personnel	93.1%	94.8%
Food and beverages	89.5%	99.5%
Room	94.6%	96.0%
Location	97.5%	100%
GRI (3 months)	95.6%	95.4%

Conclusion

Our excellent results in terms of the accommodation we offer (this includes the cleanliness of these rooms), staff performance (an important source of information about waste management for our guests), food and beverages (hygiene is a key aspect of this assessment) makes us confident that we are on the right track in terms of hotel management and achieving its environmental goals.

Recommendations

Some additional actions we are already taking and will continue to take to promote our environmental policy to our guests include:

Motivating our guests to donate money to the TUI Care Foundation

Promoting local cultural events

Beach cleaning events before each season

SUMMARY OF RECOMMENDED ACTIONS

In conclusion, we can say that we are relatively satisfied with the current results, but we are sure that we should continue to educate our staff about our environmental policies and improve these policies as well as our infrastructure in the future. In our review of the 2022 budget, we will see if we manage to find the necessary funds for most of our upcoming reconstruction and improvement actions.



In preparation for the summer season 2022, we plan to organize the following seminars:

Name of seminar	Head	Date
TUI BLUE standards related to the use of towels	Housekeeper	1 April 2022
Waste management seminar	BLUE Guide Manager	5 April 2022
Water usage	Maintenance manager Service manager	7 April 2022
BLUE App - news	BLUE Guide Manager	11 April 2022
Sustainability seminar	Hotel director	12 April 2022
Cleaning the room and other areas	Housekeeper	25 April 2022
COVID-19 (latest knowledge, recommendations and instructions)	Hotel director BLUE Guide Manager	A few days before the opening.

These seminars, together with additional meetings and courses, which we will organize to update our rules, will certainly help us provide our guests with the most environmentally friendly holiday experience and a better future for the area in which our hotel is located.

Check	Title	Signature
/checked/	Hotel director	
/checked/	Service manager	
/checked/	Chef	
/checked/	Housekeeper	
/checked/	Maintenance manager	
/checked/	Reception manager	
/checked/	BLUE Guide Manager	

