

**Sensimar Palazzo Del Mare**  
**Sustainability Report 2018-2019**

# About Palazzo Del Mare

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Palazzo Del Mare is a luxury five star hotel with 175 guest rooms and since 2016 has joined the Family of TUI Sensimar Hotels and offers its services to adult Guests only. It is located near the village of Marmari, at the north-west coast of the island of Kos and 17 km away from the centre of Kos city. It was built in 2008/9 and extended in 2010.

Our main goal is to provide the best of accommodation experience to our guests and satisfy all their needs by staying close and keep a fair relationship with all of our employees and the local community.

The protection of the local environment, the landscape and also our local tradition keeps the first place on the way to achieve our main goals.

The sustainability report is about the economic, environmental and social impacts caused by company's everyday activities. A sustainability report also presents the organization's values and governance model, and demonstrates the link between its strategy and its commitment to a sustainable global economy.

## **This report records the progress we have made since 2017:**

- **The Environmental Dimension:** The way in which measures specific to improving the environmental impact of the processes and products of the company are regulated and executed.
- **The Social Dimension:** The way in which social equity and corporate governance are defined and followed within the company.
- **The Economic Dimension:** The way which the company organises its position in the marketplace to actively develop its sustainable profile by using its economic stability and profitability for continuous improvement.

## **Awards:**



In order to satisfy broader sustainability criteria, Travelife Gold award has been achieved. Travelife is an international certification scheme for hotels and accommodations that helps them to improve how they manage their environmental and social impacts, such as the way their energy or water consumption, or how they treat the people they employ or the local community where they operate.

# The Environmental Dimension

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The aim of all environmental management actions is to conserve the environment for the following generations by keeping the impact of the business on the environment as low as possible.

With the environmental management the product (in this case the stay in our hotel) and the sustainability of this product and of all the processes in a hotel and also all the behaviour of the employees and the stakeholders should be ensured.

Environmental management consist of the planning, the controlling, the Monitoring and the Improvement of the entire environment saving actions in the hotel.

## **Environmental Management:**

- An effective environmental management policy is in place.
- We frequently review the impacts of the hotel on the environment and trying to reduce them.
- Annual training about efficient usage of energy.
- All the environment standards requested by the law are already part of the hotel strategy.
- Cost has been reduced regarding waste, resources, water & energy.
- Encouragement of the departments to create new sustainability ideas.

## **Energy Saving:**

The electricity (25kWh/guestnight → 24kWh/guestnight) & fuel consumption (oil & gas) (3.87kWh/guestnight → 3.85kWh/guestnight) are slightly lower than the consumptions of 2017. We continue working with latest technology equipment in order to maintain the low levels of energy consumptions.

- Energy consumptions are always recorded and we try to keep the total Kwh consumptions to the lowest possible level.
- Our main policy is to always choose energy efficient appliances when there is need for any equipment to be purchased or replaced.
- More than 95% of the lights are equipped since 2015 with energy saving bulbs.
- Since 2016 we use only LED bulbs and lights are turned off when they are not in use.
- Electricity in rooms is enabled only with the use of the same card-key that Guests are entering the room in order to reduce the energy consumption when they are away.
- Computers are automatically switched off in all the offices or standby when not used for 30 min (except reception/ front desk).
- TVs in the rooms are automatically switched off when they are not used.
- A lot of energy is saved by turning the water heater down a few degrees and the felt outcome of heated water still seems to be the same.

- To keep the fridges and freezers efficient the units are defrosted in a regular basis.
- An after-working hours check list is in place so the security staff or any other responsible person checks every night if all the actions for saving energy by switching off lights, electronic etc. are done.
- Information towards Guests in order to save energy.

### **Water Saving:**

Consumption of water has been reduced since 2017 (283lt/gn → 220lt/gn), without compromising the quality of service for the clients and ensuring the health and safety of the clients.

- Since 2016, laundry service is moved to a central location for all the Group hotels in order to reduce water and energy consumptions.
- Water consumptions are always recorded and we plan to keep the total water consumptions to the lowest possible level also on 2019.
- Water efficient filters and mixing taps in most bathrooms.
- Automatic irrigation systems are in place to all our garden areas.
- Water is heated by solar thermal collectors.
- Information towards Guests in order to save water.
- Frequent check of kitchen washing machines regarding water consumption.

### **Waste management and recycling:**

Production of waste has been slightly reduced since 2017 (0.47kg/gn → 0.45kg/gn). Our goal is for 2019 to keep the same levels or even reduce the waste production.

- Special recycle bins for batteries, glass and paper are in place.
- Guests and Staff are advised to recycle their waste if possible.
- Used oil & fats are collected by licensed contractors.
- Toner cartridges are collected and sent for recycling.
- Plastic cups and plastic plates are not used, washable glasses and plates made of hard plastic are used instead.
- The reuse of paper for internal use has been established.

### **Cleanings and washings:**

- Eco-friendly cleaning procedures are in place.
- Cleaning only with biological usable cleaning equipment.
- Eco-friendly hotel chemical products are used.
- A towel and bed linen replacement procedure is in place with energy saving in mind.
- Shower gel, hair shampoo and soap are eco-friendly products.
- Use of chemicals is limited and where is necessary.
- Special trained staff members only are using chemical products.
- Use organic fertilizers to all of our gardens.

# The Social Dimension

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Blue Lagoon Group recognizes and understands its responsibilities and its impact of its operation on the local residents and business community. We ensure through our operation to create positive impacts on both the social and economic level in order for our surroundings to not be negatively affected.

## **Employment:**

More than 80% of our staff is people from local or near communities. Every season our Company puts an effort to retain the same staff.

All our employees are adults and insured according to the labour and human rights legislation. Every member of the staff remains the right to meet the management of the hotel in order to sort out any problems regarding their job.

Every year, our hotel hires from 10 up to 15 trainees from various private or public schools and they have the opportunity to get the appropriate education in practice, next to tourism professionals. As a result, after their evaluation, some of them are hired as regular employees at our hotel.

Additionally, in cooperation with local schools we offer to all Staff members the opportunity and encourage participating in seminars regarding all the aspects of hospitality industry.

## **Promotion of Responsive Tourism in the Area:**

All hotels of Blue Lagoon Group are members of the Greek Hotel Association and participating in all forums and meetings in order to discuss with our partners and members to promote the tourism in our country in order to ensure greater economic and social benefits for our residential and business environment.

## **Tradition:**

Once a week, the local entertainment program of our hotel includes traditional Greek dancing night. All of our Guests are informed daily for events in the hotel or in the nearby areas that they can participate and actively join the local culture and traditional customs. Furthermore, the Guests are encouraged to visit the archaeological interest points of the area in order to meet the glorious history of the island.

Furthermore, we offer Cooking lessons in order to demonstrate and spread the richness and gastronomic diversity of the Traditional Greek cuisine.

## **Donations and Charity:**

Blue Lagoon Group tries to help numerous organization or groups with donation such as old uniforms, linen or furniture. These might be schools or the Church. The hotel offers its sports grounds for excursions of schools and is hosting as well the local soccer club in its stadium.

# The Economic Dimension

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Palazzo Del Mare focuses to the local and regional economy by following specific actions during its operation.

- Most of our suppliers for our food and beverage are locals.
- Contracts with local farmers and local companies to buy goods.
- We purchase our products in bulk and large packaging in order to reduce the impact of litter.
- The payments to the suppliers are done according to the industry standards or within the credit term negotiated between both partners.
- Imported products will only be bought when they are not available locally.