

# ATLANTICA MIKRI POLI KOS HOTEL SUSTAINABILITY REPORT



BIODIVERSITY



BUILDINGS



CLIMATE



COMMUNITY



ENERGY



FINANCE



FOOD



HEALTH



LAND



MATERIALS



PROCUREMENT



TRANSPORTATION



WASTE



WATER



WELLBEING

## ATLANTICA HOTELS & RESORTS – AT A GLANCE

Established in 1980, Atlantica Hotels & Resorts has now grown into a hotel chain that currently operates over 45 hotels in Cyprus, Greece and Egypt.

Through the years terms like:

- ✓ Customer focus
- ✓ Personalised Service
- ✓ Attention to detail
- ✓ Value for money
- ✓ Sustainability

Have become synonymous with Atlantica Hotels.

With a wealth of experience and an enviable reputation for quality of service, Atlantica Hotels wherever located, guarantee customer satisfaction at lowest environmental and social impact.

Our customer-focused approach is founded on attracting, retaining and deepening the relationships with our customers.

Customer trust is our most valuable business asset and the foundation for our future growth.

Value is maximised further with working closely with our partners, communities and key account clients.

Atlantica Hotels & Resorts is one of the leading International hotel chains, we therefore have a great responsibility towards our destinations.

Due to the challenging economic, social and environmental periods, our main goal is to balance well the needs of these three main challenges and yet achieve highest customer satisfaction with minimum on the society and environment.

***Responsible business is one of the company’s most important values.***



**REPORTING PERIOD: 2017 - 2019****HOTEL OVERVIEW:**

Atlantica Mikri Poli Kos Hotel Sustainability Team is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements.

Atlantica Mikri Poli Kos is part of the Atlantica Hotels& Resorts chain of hotels and therefore has adopted all **corporate policies**:

**Quality**

**Environmental,**

**Food Safety,**

**HSE**

**Community and**

**Human Resource Management**

Atlantica Mikri Poli Kos Hotel has evaluated its environmental and social impacts and below actions and measures are the ones carried out in order to minimize the impact from our activities.

**SUSTAINABILITY PROGRAMME (TARGETS):**

The hotel has developed its environmental & suitability programme where responsibilities and completion time frames have been set.

All hotel employees and management are engaged in the implementation of the environmental/sustainability programme.

Relevant action plan is set towards its completion which is furthermore evaluated and corrective actions set for an improvement.

Overall responsibility for the implementation and achievement of the targets in the sustainability programme lies on the Hotel Manager and Sustainability Team.

## KEY ENVIRONMENTAL& SOCIAL ISSUES

### WATER

Water is sourced in the following way:

- From municipality of Kos through its water supply network.

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THE HOTEL WATER TARGET IS 175 LIT PPPD.

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#### ACTUAL CONSUMPTIONS:

- 2017: 190 LIT PPPD – Target achieved
- 2018: 180 LIT PPPD – Target achieved
- 2019: 170 LIT PPPD until end of August

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#### WATER SAVING MEASURES:

- Installed flow restrictors on taps in all guest rooms.
- Rooms have info cards for voluntary towel exchange system.
- Additional info in all rooms on water saving measures.
- Staff is encouraged to report leakages from taps, pipes etc. and maintenance is rectifying such cases immediately.
- All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.
- Watering of plants is done in morning hours.

### WATER QUALITY:

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#### ACTIONS TAKEN FOR ENSURING HIGH WATER QUALITY:

- An extensive program of the microbiological and chemical pool water analysis is applied on a monthly basis.
- pH and other parameters are checked daily in all swimming pools.
- Microbiological analysis of potable water is performed on a monthly basis.
- Legionella analysis is done at least twice a year where various hotel spots are checked.
- The hotel has an agreement with an authorized company for the disposal of used oil.

## SEA WATER QUALITY:

### ACTIONS TAKEN FOR ENSURING HIGH WATER QUALITY:

- Seas water sampling has been arranged for September to check the microbiological criteria of the sea water.

## IRRIGATION:

### SOURCES AND WAYS:

- The gardens are irrigated with water from the municipality's water network system.

## ELECTRICITY, FUEL&LPG

### ENERGY CONSUMPTION:

- ✓ Electricity and LPG are monitored daily by the maintenance department in order to ensure the sensible daily consumption.

### ELECTRICITY: THE HOTEL ELECTRICITY TARGET IS 18 KWH PPPD.

#### ACTUAL CONSUMPTIONS:

- 2017: 19.44 KWh PPPD.
- 2018: 18.92 KWh PPPD – Target achieved
- 2019: 15.55 KWh PPPD – Target is expected to be achieved

**LPG:** HOTEL INSTALLED LPG THIS YEAR AND CONSUMPTION IS MONITORED ON A MONTHLY BASIS BY CALCULATING THE REMAINING STOCK OF THE LPG THAT HOTEL HAS IN ITS TANK. THE TARGET WILL BE SET FOR 2020 AT THE END OF THE SEASON WHEN THE DATA ARE GOING TO BE AVAILABLE.

#### ACTUAL CONSUMPTIONS:

- 2019: Consumption until end of August is 1.85kWh PPPD.

**DIESEL:** After installation of LPG system, diesel is only used for generators. The target is not set for Diesel as it is used only in case of power cuts.

#### ACTUAL DIESEL CONSUMPTIONS:

- 2019: Consumption until end of August 0.08 kWh PPPD

## ENERGY SOURCES:

### SOURCES:

- Electricity obtained from the Elpedison is used mostly for A/C, refrigerators, pumps, lights and other departments as kitchen, maintenance and public areas.
- LPG obtained from KOS Gas is used for kitchen equipment and bar heaters.
- Diesel obtained from Elin is used only for generators.
- Hotel is also using solar energy.

## ENERGY SAVING MEASURES:

### SAVING MEASURES:

#### Energy efficient lighting

- In rooms, whenever there is a break in old bulbs, they are replaced with LED ones.
- Fluorescent Lamps and LED installed in all back of house areas.
- All rooms are equipped with key card switches that turn off lights as guests leave room.
- Use of natural light for the lighting of the lobby and breakfast restaurant if possible.
- The information cards for Water and Energy Saving are placed in all guest rooms.
- All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

#### AC efficiencies and freon

- All rooms are equipped with key card switches that turn off A/C as guests leave room.
- A/C in rooms is preset and does not go less than 23°C.
- CFCs or HCFCs are not used for A/C.
- There is a list with all equipment and the types of coolants in operation.

#### Other energy efficiencies

- All new electronic and electrical equipment purchases are based in energy consumption.
- Room TVs goes to sleep mode after 1 hour of operation if there is no touch on remote control (from 2017).



## WASTE

### WATER WASTE MANAGEMENT:

#### DISPOSAL OF WASTE WATER:

- The hotel is connected to the public sewage system since February 2016.
- Waste water is treated in the public biological plant and is randomly checked by government authorities in order to meet legal requirements for BOD and COD limits.

There are procedures in place to reduce BOD and COD of waste water:

- Collection of used cooking oil in barrels and taken by an authorized supplier who uses it for biodiesel production.
- Collection of fat and grease in the specialized traps and disposed by an authorized subcontractor as solid waste
- Use of vinegar instead of chemicals for cutlery polishing

### SOLID WASTE MANAGEMENT:

#### TARGET: 2.2KG PPPD

- Actual 2017: 1.21 kg PPPD.
- Actual 2018: 1.10 kg PPPD – Target met
- Actual 2019: 1.15 kg PPPD – Target is expected to be met

#### REDUCTION & RECYCLING OF WASTE:

- In the offices one sided printed paper is used as scrap paper and furthermore recycled. E-mail is used extensively for messaging.
- Other non-domestic waste that is separated for recycling is:
  - ✓ **Plastic**
  - ✓ **Metal**
  - ✓ **Paper**
  - ✓ **Batteries**
  - ✓ **Bulbs**
- Hotel has placed in each department large recycling bins, color coded for waste separation and recycling.

- Suppliers are encouraged to reduce packaging (fruit, vegetable, etc), purchasing department checks the packaging upon evaluation of suppliers.
- A large number of products bought have recyclable packaging.
- Buying in bulk (chemicals, oil, water, spices, sauces, etc.)
- Shampoo and toiletries in public areas are placed in large dispensers
- Sugar, salt and pepper in the main restaurant during breakfast are served in re-usable glass container.
- Ceased the use of plastic bags in guestrooms room bins.

### CERTIFICATIONS & AWARDS

- Travelife Gold
- HACCP Codex Alimentarius

### ENGAGEMENT

Hotel supports number of the local and international organisations such as:

- Animal Rescue Kos

### EMPLOYEES

1. 24 training hours per employee
2. 65% Of Local Employees
3. 55% of Female Vs 45% Male
4. 100% full time staff

### PROCUREMENT

1. 100% Greek suppliers
2. 43% of local suppliers to the area of Kos.
3. 74% of Suppliers with Quality & Environmental certifications (ISO 9001,ISO 14001,EMAS,etc).

### COMMUNITY ACTIVITIES

- Every 5th of June, the hotel celebrates the World Environment Day – participating in beach cleaning and other activities. The staff and the guests made an effort to raise awareness by organizing several activities such as cleaning the beach and the municipality parking, planting trees and flowers, recycling lamps and batteries.



- Hotel has donated food to local care facility for elderly people.
- The hotel participated in cleaning the municipal beach near the Hotel during 2017, 2018 & 2019season.

**Additional note on hotel's objectives and measurable targets:**

For environmental and social targets look at the detailed environmental program which shows measurable indicators for all set targets as well as evaluation of those.

Contact us on [hotel\\_mgr\\_mpoli\\_kos@atlantichotels.com](mailto:hotel_mgr_mpoli_kos@atlantichotels.com) if translation to any other language required.

**COMPANY POLICIES:**

<https://www.atlantichotels.com/information/sustainability>

**The Atlantica Mikri Poli Kos  
Sustainability team**