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HOTELS & RESORTS

REPORT ON SUSTAINABILITY HOTEL MEDORA AURI 2021

Touch the sea, hug the mountain.

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DIRECTOR: Tihomir Antunović • PRESIDENT OF THE SUPERVISORY BOARD: Doc. Dr. Sc. Emil Mihalina



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Table of contents

INTRODUCTION.....	3
ESTABLISHING THE OBJECTIVES OF ENVIRONMENTAL AND SUSTAINABLE BUSINESS IN YEAR 2021.....	5
PLAN FOR 2021	7
LOCAL COMMUNITY RELATIONS REPORT	12
LABOR RELATIONS REPORT	13
CHILD CARE REPORT	14
ASSESSMENT OF COMPLIANCE WITH LEGAL AND OTHER REQUIREMENTS	14

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INTRODUCTION

Hotel Medora Auri is a 4-star hotel opened on July 4, 2016.

The hotel consists of:

- 253 accommodation units
- 722 beds
- Reception
- Lobby bar
- Hospitality service within the tourist agency
- Conference room
- Wellness with two massage rooms, saunas (Finnish, Turkish and infrared) and Whirlpool
- Restaurant with its own terraces
- The kitchen with all the associated areas
- Fitness
- Outdoor swimming pool - for adults and children
- Children's playroom
- Pool bar
- Indigo cocktail bar
- Taste bistro

Hotel Medora Auri is determined to strive for a business that results in continuous improvement of the quality of services but also exceeds the expectations of guests and other clients.

The Medora Auri team decides for constant improvement of the quality of services because we strive to meet the expectations of our guests and other clients. We are committed to protect the environment, respect regulations and the interests of the local community and culture, suppliers, shareholders and employees. Care is given to protect children and other vulnerable groups in the community.

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General Purposes and goals:

A.) Employees

- We appreciate our staff by treating them fairly and with respect, making sure that no one is discriminated, regardless of age, disability, nationality, gender, race, political attitudes or employee activities and religious or sexual orientation.
- We are serious about accessing professional staff development by providing training, helping our employees perform their job tasks, starting their business and continuing their career in our society.
- We work in accordance with applicable labour laws and regulations.
- Wherever possible, we employ local community workers.
- We train our staff on the commitment to sustainable business, so they understand and actively engage in the pursuit of our goals.

B.) Local community

- We are committed to maintaining a close relationship with our local community, ensuring that any outstanding issues related to our business deal with the mutual interest.
- Whenever possible, we buy food and drinks from local suppliers.
- We encourage our staff to volunteer in cleaning the beach and participating in humanitarian actions.
- Part of the revenue generated by our business is divided into humanitarian and environmental programs.

C.) Child Protection

Children's protection is very important, especially the protection of children from sexual exploitation. We train our staff in the actions they need to take if they suspect that the child is in danger. Personally, as a hotel manager, I take responsibility for protecting children on the premises.

The success of the Medora Auri hotel is reflected in our satisfied guests, motivated employees and the realization of our business goals.

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ESTABLISHING THE OBJECTIVES OF ENVIRONMENTAL AND SUSTAINABLE BUSINESS IN YEAR 2021

The scope of the hotel business incorporates guest accommodation, entertainment and congress organization, preparation and serving of food and beverages.

The Sustainable Business Policy is published, and all employees are acquainted with it.

Environmental aspects are defined for all work activities based on the procedure "**Identification and assessment of environmental aspects**".

Goals for year 2021 were set as well as programs with defined responsibilities and deadlines for their implementation. Management has provided the necessary resources. Need for training is essential, based on which all workers are educated about the sustainability system and their role and responsibility

The documentation of the Quality Management and Environmental Management System is based on the Quality Policy and the Sustainable Business Policy. Work supervision is performed based on the Operating Instructions, and supervision of the work of suppliers is carried out in such a way that all suppliers whose activity may affect significant aspects of the environment must be familiar with the organization's sustainable business management system.

The records "Supplier Statement" are kept within the documentation of the quality management system and sustainable business. Emergency measures and procedures are implemented based on a written procedure and records are kept of each incident. A periodic emergency response check is provided once a year and is recorded. Nonconformities, observations, and opportunities for improvement are recorded in the action plan, based on corrective and preventive actions that are carried out. In accordance with the Annual Internal Audit Plan for 2021, an internal audit of the SUO was carried out at the Medora Auri Hotel, which included inspection of the economic yard, water treatment, refrigeration, material and energy control, wastewater management, chemical and solid water management, boiler room and kitchen and environmental management system, and tenants. It has been found that the environmental management system needs to be controlled as often as possible, with employee training being used as an extremely effective instrument.

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All the deficiencies mentioned above entered the action plan, after which all necessary measures were taken to remedy the deficiencies observed. Evaluation of compliance with legal and other requirements confirmed compliance with requirements in the areas of waste management, wastewater management, air emissions, energy management and emergency management. An exercise covering the treatment of an environmental emergency was held in Podgora on 20.03 and 27.04.2018.

In 2019 and 2020., it showed that the existing Measures and Emergency Procedures procedure is satisfactory and there is no need for its revision.

Opportunities for improvements in the coming period are further education and training of employees and upgrading the equipment that will contribute to better environmental protection, cooperation with the local community and other parties involved. One of the biggest challenges is to educate and continue to separate waste properly and to raise awareness of everyone involved in eco-friendly work that contributes to the development and sustainability of the entire destination. Since the system is in place, it is necessary to emphasize that all planned goals and programs for quality and environmental protection have been realized by the end of the year 2018, except those which are expected to be continuously improved and controlled. In 2021, Hotel Medora Auri has planned to reduce energy consumption by 20% compared to 2019, gas by 15%, water by 10% and increase the amount of selective waste – in a way that as much waste as possible is separated and properly collected. If we look at the same operational period of hotel openings in 2019 and 2021, electricity consumption is reduced by 63%, compared to the year 2019 - 16,33 kwh versus 11,86 kwh per guest.

Gas consumption is also 15,3% lower than in year 2019. The goal of reducing water consumption of 10% has been achieved and achieved beyond expectations.

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PLAN FOR 2021

- Promote all policies that represent and relate to overall business and business activities
- Reduce consumption of resources compared to 2022 by 1.5%, water consumption by 5% and mixed waste by an additional 5%
- To continue waste separation and proper storage
- Travellife certificate renewal
- Continuous education of employees on waste management
- Proper management of waste management documentation
- Existence of eco-kit (spill kit at the most frequent places of movement of the vehicle)
- Procurement of new additional waste bins within the hotel premises used by guests
- Further informing workers and guests about the need to save water and energy (posters, stickers, education, etc.)
- Continuous education of employees and raising awareness of sustainable business measures
- Educating the population about employment opportunities in Medora hotels and resorts d.d. through external communication - Open Day for employees, employment brochures, etc.
- Improving employee communication and senior management through joint meetings through boxes for anonymous and non-anonymous questionnaires to the Workers' Council, daily reports, etc.
- Introducing an employee reward system - housekeeping reward and recognition program
- Continuation of the project "Biokovo"
- Encouraging non-discrimination between work colleagues or when hiring
- Conducting an internal quality audit by Vedran Marinović (Resident Manager)

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- Encouragement of cooperation with the local community (vendors, performances, music events, excursions, visits to places of special cultural importance...)
- Redesign and use of the sustainability card given to guests so they are aware of the actions Medora is taking for sustainability
- Educate employees about the importance of protecting children's rights and acting when necessary
- Replacing plastic products wherever possible with products made of renewable materials
- All hygiene supplies and cosmetics are packed in recycled material boxes
- Medora fit program - encouraging employees to use the fitness room in private time - goal; improving the mental and physical health of employees

RESOURCE MANAGEMENT AND WASTE MANAGEMENT

Table 1. Electricity consumption year 2019 - 2021



Energy Management Report

HOTEL "Medora Auri"

Report last updated on: [28.08.2021.]

	Occupancy		Totals				Energy Consumption per Guest			
	2019	2021	2019		2021		2019		2021	
			kWh	HRK	kWh	HRK	kWh	HRK	kWh	HRK
January	1643	0	175.340,00	107.886,09			106,72	65,66	0,00	
February	5714	0	185.924,00	108.057,84			32,54	18,91	0,00	
March	10077	0	243.672,60	118.577,60			24,18	11,77	0,00	
April	13606	0	200.051,00	113.706,76	162.945,00	50.592,15	14,70	8,36	0,00	0,00
May	13494	8980	256.758,00	213.316,28	204.688,00	64.179,33	19,03	15,81	22,79	7,15
June	17604	14528	262.066,20	166.446,69	257.643,00	80.814,54	14,89	9,46	17,73	5,56
July	23511	23757	384.000,00	206.621,84	281.698,00	89.047,87	16,33	8,79	11,86	3,75
August	24070		391.220,00	240.405,73			16,25	9,99	0,00	0,00
September	17996		265.778,00	236.930,11			14,77	13,17		
October	17774		264.999,00	190.116,72			14,91	10,70		
November	14280		280.112,00	148.787,37			19,82	10,42		
December	4651		133.258,00	115.915,25			28,65	24,92		
	164.420,00	47.265,00	3.043.168,80	1.966.768,28	906.974,00	284.633,89				

If we look at the same operating period of hotel openings in 2019 and 2021, electricity consumption is reduced by 26,64%, compared to the same period in 2019 16,33 kwh versus 11,86 kwh per guest. The reason for this is the higher number guests in the same period, and better management of the facility and the involvement of all employees in controlling the operation of the system.

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Table 2. Natural Gas consumption year 2019 - 2021

Energy Management Report

HOTEL "Medora Auri"
Report last updated on: [25.08.2021.]

Plin			Totals						Energy Consumption per Guest			
	2019	2021	2019			2021			2019		2021	
			kg	kWh	kn	kg	kWh	kn	kg	HRK	kg	HRK
January	1643	0	4.000,00	51.200,00	18.795,00	-	-	-	2,43457091	11,44	#DIV/0!	#DIV/0!
February	5714	0	4.500,00	57.600,00	25.630,00	-	-	-	0,79	4,49	#DIV/0!	#DIV/0!
March	10077	0	8.102,00	103.705,60	47.859,56	-	-	-	0,80	4,75	#DIV/0!	#DIV/0!
April	13606	0	3.000,00	38.400,00	16.440,00	-	-	-	0,22	1,21	#DIV/0!	#DIV/0!
May	13494	8980	6.000,00	76.800,00	31.320,00	1.320,00	15.578,00	6.230,00	0,44	2,32	0,15	0,69
June	17604	14528	2.999,00	38.387,20	13.915,36	2.013,00	32.442,50	8.932,00	0,17	0,79	0,14	0,61
July	23511	23757	3.000,00	38.400,00	14.010,00	2.540,00	33.320,00	9.889,00	0,13	0,60	0,11	0,42
August	24070	0	-	-	-	-	-	-	0,00	0,00	#DIV/0!	#DIV/0!
September	17996	0	-	-	-	-	-	-	0,00	0,00	#DIV/0!	#DIV/0!
October	17774	0	-	-	-	-	-	-	0,00	0,00	#DIV/0!	#DIV/0!
November	14280	0	-	-	-	-	-	-	0,00	0,00	#DIV/0!	#DIV/0!
December	4651	0	-	-	-	-	-	-	0,00	0,00	#DIV/0!	#DIV/0!
	164.420,00	47.265,00	31.601,00	404.492,80	167.969,92	5.873,00		25.051,00				

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Gas consumption is 15.3% lower than in 2019 for the same operating period. The reasons it is lower is a better management of the system.

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Table 3. Water consumption year 2019 - 2021



Water Management Report

HOTEL Medora Auri Report last amended on 28.08.2021.

	Occupancy		Totals				Water consumption per guest			
	2019	2021	2019		2021		2019		2021	
			m3	kn	m3	kn	m3	kn	m3	kn
January	1643	0	332	6.337,51	110	5456,88	0,20	3,86	0,00	0,00
February	5714	0	993	15.036,67	237	4364,8	0,17	2,63	0,00	0,00
March	10077	0	2561	36.998,09	1080	10561,99	0,25	3,67	0,00	0,00
April	13606	0	2804	40.276,49	1310	20.353,50	0,21	2,96	0,00	0,00
May	13494	8980	2871	46.711,14	1663	28.055,68	0,21	3,46	0,19	3,12
June	17604	14528	6163	87.196,68	4802	68.605,06	0,35	4,95	0,33	4,72
July	23511	23757	7306	103.374,69	6352	81.759,04	0,31	4,40	0,27	3,44
August	24070		7642	107.862,74			0,32	4,48	0,00	0,00
September	17996		5528	78.412,60			0,31	4,36	0,00	0,00
October	17774		3054	43.163,72			0,17	2,43	0,00	0,00
November	14280		2617	36.884,07			0,18	2,58	0,00	0,00
December	4651		1004	17.186,66			0,22	3,70	0,00	0,00
	164420	47265	42.875	619.441	15.554	219.157				

The goal of reducing water consumption by 10% has been reached. The reasons for the same can be explained in the consolidation of the operating business processes that hotel was still in year 2019 - a great deal of cleaning and rehabilitation after the first year of opening and the number of guests within the same operating period.

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Table 4. Waste management year 2019 - 2021

HOTEL "Medora Auri"
Report last updated on 25.08.2021

Report last updated on 22/04/2021																
243	Waste production per material / month in kg								Waste production per guest in Kg							
Occupancy	Mixed Waste	Bio Waste	Paper Waste	Waste Water	Glass	Batteries	Cartridges	Oil Waste	Mixed Waste	Bio Waste	Paper Waste	Waste Water	Glass	Batteries	Cartridges	Oil Waste
2019																
17904	18700	120			87											
21311	18700	250	11180		120				0,80	0,01	0,47	0,00	0,01	0,00	0,00	0,00
24010	18700	257	7330	4799	130			101	0,78	0,01	0,31	0,20	0,01	0,00	0,00	0,00
	18700															
2021																
8880	18700	107		1027	80				2,08	0,01	0,00	0,34	0,01	0,00	0,00	0,00
14728	18700	473	580		85			50	1,29	0,03	0,04	0,00	0,01	0,00	0,00	0,00
21717	18700	426	171		120	88		100	0,79	0,18	0,01	0,00	0,01	0,00	0,00	0,00

From the waste table above compared to 2019, it is obvious that the Medora Auri Hotel increased the quantities of selective waste in 2021 which means that it increased awareness and organized better separation of waste.

It is obvious to see from the table that we significantly reduced the amount of paper waste.

Employees within the department are much better educated about the importance of collecting and separating waste.

There is no plastic packaging in the form of bottles as they are returned to the supplier.

Although the quantities of mixed waste are always the same - this is not the case, but the Utility company Podgora charges hotel according to the square footage of the facility, regardless of the amount of container emptying.

The plan for 2021 include the following:

- To expand the quantities of selective waste
- Continue employee education
- Continue to use returnable packaging for fruits and vegetables
- Replace plastic straws with biodegradable materials and completely dispose of plastics wherever possible

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LOCAL COMMUNITY RELATIONS REPORT

In accordance with the Procurement policy, we buy local products and use local services whenever possible and encourage and promote local heritage by offering authentic excursions, experiences to our guests.

Medora Hotels & Resorts d.d. in various ways participates in grants and sponsorships and activities of various local associations.

The share of local hotel staff has unfortunately decreased by 7% over the last 2 years, because lot of quality workers left Croatia to a foreign country.

Table 5. Share of local employees in Medora Auri Hotel

	2019	2021
<u>Local employees</u>	132	135
<u>Non local employees</u>	188	70
<u>Total number of employees</u>	320	205
<u>% of local people</u>	41	34

The evening animation program is fully performed by local musicians (Stringbreakers, Sunrise duo, local performance artists, etc.)

Together with the Tourist Board, we organize traditional fishing evenings, promotions of local products, performances of folklore performers as part of the Cultural Cast.

Together with the Tourist Board, we organize a promotion of local products at the fair on Plateau Medora and a traditional fishing evening.

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LABOR RELATIONS REPORT

In 2019, we continued with the Corporate Culture Project, which was attended by all Medora Auri employees (managers, permanent and seasonal employees). The test was conducted based on seven criteria, namely: job organization, management, education, attitude towards the employer, career opportunities, salary, and life balance - work. In an anonymous survey, the return of the survey was 81% of the total number of employees. The overall level of employee satisfaction at Hotel Medora Auri is 3.4 (managers - 4.1; permanent employees - 3.8; seasonal employees - 3.3), which is a + 1 point compared to 2018.

2019.	Directors / Heads	Permanent workers	Seasonal workers	In total
Criteria	2019.	2019.	2019.	2019.
Organisation of work	4,4	4,1	3,6	3,7
Leadership	4,8	4,3	3,9	3,9
Education	4,6	4,3	3,8	3,8
Attitude towards employer	4,3	3,9	3,3	3,4
Career opportunities	4,2	3,6	2,9	3,0
Salary	3,1	2,7	2,7	2,7
Balance life - work	3,4	3,9	3,2	3,3
Average Rating:	4,1	3,8	3,3	3,4

The goal in 2021 is to encourage employees even more to participate in the project, to have a clearer picture about employee satisfaction. We also aim to increase employee satisfaction by rating 3.8 by investing in professional employee development, developing new rewards programs, early hiring for longer operational work, and retaining quality employees.

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CHILD CARE REPORT

In the period of the sustainability report, a procedure for the protection of children was made and fully implemented and emphasized by the Company as an important part of understanding the seriousness of the protection of children's rights.

There have been no cases of child abuse or threats to children since the start of the Medora Auri Hotel.

All employees of the hotel have received child protection training and are regularly reminded of the importance of childcare.

The training was conducted by the HOD's. Through education, we enable the development and maintenance of specific competences in the field of protection of children from abuse and neglect.

ASSESSMENT OF COMPLIANCE WITH LEGAL AND OTHER REQUIREMENTS

From the beginning of 2018 until the April the same year, compliance of Medora Auri with legal and other requirements was assessed and a register of regulations was updated.

An assessment of compliance obligations related to food, environmental, occupational safety, fire safety, security, finance and accounting, labour and human rights, general law and internal acts, and the updating of permits and licenses were carried out.

The conformity assessment showed that there were no non-conformities and that the Medora Auri hotel meets all the prescribed requirements and those additional requirements that we have decided to apply that relate to the previously mentioned areas.

Podgora 28.08.2021

Koča Sekulić,
Specijalist operativnih
projekata

Tihomir Antunović,
Predsjednik Uprave Društva

Touch the sea, hug the mountain.

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DIRECTOR: Tihomir Antunović • PRESIDENT OF THE SUPERVISORY BOARD: Doc. Dr. Sc. Emil Mihalina