



MEDORA
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REPORT ON SUSTAINABILITY HOTEL MEDORA AURI 2019

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PRESIDENT OF THE MANAGEMENT BOARD: Zrinko Kamber • DEPUTY PRESIDENT OF THE SUPERVISORY BOARD: Darko Vrgoč



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1. 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
- Congress Hall
- 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 snack bar

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 labor 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.

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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.

2. ESTABLISHING THE OBJECTIVES OF ENVIRONMENTAL AND SUSTAINABLE BUSINESS IN YEAR 2018

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 2018 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.

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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 2018, 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.

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 20.03.2018. and 27.04.2018.

In 2019, 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

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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 2018, Hotel Medora Auri has planned to reduce energy consumption by 20% compared to 2017, 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 2017 and 2018, electricity consumption is reduced by 63%, compared to the year 2017 - 20, 37 kwh versus 12, 87 kwh per night. Gas consumption is also 18.5% lower than in year 2017. The goal of reducing water consumption of 10% has been achieved and achieved beyond expectations.

3. PLAN FOR 2019

- Travelife renewal
 - To place faucet aerator in all hotel rooms
 - Promote all policies that represent and relate to overall business and business activities
 - Reduce consumption of resources compared to 2019 by 1.5%, water consumption by 5% and mixed waste by an additional 5%
 - To continue waste separation and proper storage
 - 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.)

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- 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 "My idea for Medora"
- Encouraging non-discrimination between work colleagues or when hiring
- Conducting an internal quality audit by Antonija Čoran (Hotel Manager)
- Encouragement of cooperation with the local community (vendors, performances, music events, excursions, visits to places of special cultural importance...)
- Implementation of the Voluhar Animal Protection Action, in the Nature Park of Biokovo; donations by guests
- Design 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

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4. RESOURCE MANAGEMENT AND WASTE MANAGEMENT

Table 1. Electricity consumption year 2017. – 2018.

Energy Consumption		Occupancy		Totals		Energy Consumption per Guest					
		2017	2018	2017		2018		2017		2018	
				kWh	HRK	kWh	HRK	kWh	HRK	kWh	HRK
January											
February			4379			17.297,00	14.589,89			3,95	3,33
March			8794			186.965,00	140.794,33			21,26	16,01
April	3704	13731	162.945	108.293,87	157.570,00	122.389,02	43,99	29,24	11,48	8,91	
May	11080	13746	204.688	135.906,65	182.919,00	140.964,71	18,47	12,27	13,31	10,25	
June	18664	18649	257.643	171.541,86	230.097,00	172.497,11	13,80	9,19	12,34	9,25	
July	23068	23658	281.698	187.273,19	270.421,00	199.740,05	12,21	8,12	11,43	8,44	
August	22700	20502	290.380	192.591,83	291.160,00	213.786,92	12,79	8,48	14,20	10,43	
September	13803	13462	267.816	193.455,93	218.906,00	165.782,61	19,40	14,02	16,26	12,31	
October	9058	15638	198.229	147.077,05	172.680,00	129.588,78	21,88	16,24	11,04	8,29	
November			7999			118.969,00	89.481,83			14,87	11,19
December			3360			107.312,00	79.918,06			31,94	23,79

If we look at the same operating period of hotel openings in 2017 and 2018, electricity consumption is reduced by 63%, compared to the average in 2017 - 20.37 kwh versus 12, 87 kwh per night. The reason for this is the higher number of nights 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 2017 – 2018

 Energy Management Report HOTEL "Medora Auri" Report last updated on: [01.01.2019.]												
Natural Gas	Overnights		Totals			Totals			Energy Consumption per Guest			
	2017	2018	2017			2018			2017		2018	
			kg	kWh	kn	kg	kWh	kn	kg	HRK	kg	HRK
January				-		1.998,00	25.574,40	11.348,64				
February		4379		-		3.501,00	44.812,80	18.000,27			0,80	4,11
March		8794		-		3.000,00	38.400,00	15.660,00			0,34	1,78
April	3704	13731	4.451,00	56.972,80	22.432,00	4.501,00	57.612,80	22.549,96	1,20	6,06	0,33	1,64
May	11080	13746	2.997,00	38.361,60	13.696,28	4.498,00	57.574,40	24.409,38	0,27	1,24	0,33	1,78
June	18664	18649	5.501,00	70.412,80	25.959,77	4.600,00	58.880,00	25.928,00	0,29	1,39	0,25	1,39
July	23068	23658	3.002,00	38.425,60	14.169,44	3.501,00	44.812,80	20.270,91	0,13	0,61	0,15	0,86
August	20359	20502	1.499,00	19.187,20	7.794,80	4.320,00	55.296,00	25.563,00	0,07	0,38	0,21	1,25
September	13803	13462	1.500,00	19.200,00	8.310,00	2.000,00	25.600,00	12.520,00	0,11	0,60	0,15	0,93
October	9058	15638	1.501,00	19.212,80	8.525,68	7.502,00	96.025,60	46.911,96	0,17	0,94	0,48	3,00
November		7999		-		5.500,00	70.400,00	30.130,00			0,69	3,77
December		3360		-		2.500,00	32.000,00	11.650,00			0,74	3,47

Gas consumption is also 18.5% lower than in 2017 for the same operating period. The reasons are the same; an increase in the number of nights in the same period by about 20%, and better management of the system.

Table 3. Water Resource Management year 2017 – 2018

 Water Management Report Report last amended on 01.01.2019.										
	overnights		m3 / hrk				per guest / per overnight			
	2017	2018	2017		2018		2017		2018	
			m3	HRK	m3	HRK	m3	HRK	m3	HRK
January										
February		4379			1.887,00	24.198,45	0,00	0,00	0,43	5,53
March		8794			1.896,00	24.313,20	0,00	0,00	0,22	2,76
April	3704	13731	1.599,00	20.526,45	2.206,00	28.265,70	0,43	5,54	0,16	2,06
May	11080	13746	5.139,00	65.634,60	1.780,00	22.811,00	0,46	5,92	0,13	1,66
June	18664	18649	4.426,00	56.570,70	2.595,00	33.202,25	0,24	3,03	0,14	1,78
July	23068	23658	3.512,00	44.917,20	2.151,00	27.541,25	0,15	1,95	0,09	1,16
August	22700	20502	5.793,00	73.999,95	6603,00	84327,45	0,26	3,26	0,32	4,11
September	13.803	13462	2.853,00	36.514,95	2.836,00	36.298,20	0,21	2,65	0,21	2,7
October	9.058	15638	2.362,00	30.254,70	1.963,00	25.167,45	0,26	3,34	0,13	1,61
November		7999			1181,00	15196,95			0,15	1,9
December		3360			649,00	8.413,95			0,19	2,5

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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 2017 - a great deal of cleaning and rehabilitation after the first year of opening and the number of nights within the same operating period.

Table 4. Waste management year 2017 – 2018

 Waste Management Report HOTEL "Medora Auri" Report last updated on 01.01.2019																	
No of Rooms:	Waste production per material / month in kg								Waste production per guest in Kg								
2016																	
	Occupancy	Mixed Waste	Bio Waste	Paper Waste	Waste Water	Glass	Bateries	Catridges	Oil Waste	Mixed Waste	Bio Waste	Paper Waste	Waste Water	Glass	Bateries	Catridges	Oil Waste
2017																	
January																	
February																	
March		18700															
April	3704	18700		9						5,05	0,00	0,00	0,00	0,00	0,00	0,00	0,00
May	11050	18700	120	108	3027				92	1,69	0,01	0,01	0,27	0,00	0,00	0,00	0,01
June	18654	18700	230	135						1,00	0,01	0,01	0,00	0,00	0,00	0,00	0,00
July	23058	18700	1025	108						0,81	0,04	0,00	0,00	0,00	0,00	0,00	0,00
August	22700	18700	490	144					64	0,82	0,02	0,01	0,00	0,00	0,00	0,00	0,00
September	13803	18700	800	117	1939	38	5	5	46	1,35	0,06	0,01	0,14	0,00	0,00	0,00	0,00
October	9058	18700	800	75,6													
November																	
December																	
2018																	
January	0																
February	4379	18700															
March	8794	18700	675	126				15	100								
April	13731	18700	946		400				80	1,36	0,069	0,000	0,029	0,000	0,000	0,000	0,006
May	13746	18700	1242		400	270			110	1,36	0,090	0,000	0,029	0,020	0,000	0,000	0,008
June	18649	18700	1437		400	355			90	1,00	0,077	0,000	0,021	0,019	0,000	0,000	0,005
July	23858	18700	1242		800	450			50	0,79	0,052	0,000	0,034	0,019	0,000	0,000	0,002
August	20502	18700	1519						180	0,91	0,074	0,000	0,000	0,000	0,000	0,000	0,009
September	12462	18700	1765			540				1,39	0,131	0,000	0,000	0,040	0,000	0,000	0,000
October	15638	18700	1710	380		406			170					0,026			
November	7999	18700	877						100								
December	3360	18700	100	120	400	415											

From the waste table above compared to 2017, it is obvious that the Medora Auri Hotel increased the quantities of selective waste in 2018 which means that its increased awareness and organized better separation of waste, especially waste and edible oils.

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.

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The plan for 2019 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

5. 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. Moreover, as it can be seen on table below, the share of local hotel staff has increased by 5% over the last 2 years.

Table 5. Share of local employees in Medora Auri Hotel

%	2017.	2018.
local employees	62	75
non-local employees	78	78
total number of employees	140	153
%	44%	49%

The evening animation program is fully performed by local musicians (Klapa Podgora, Klapa Berulia, local pop 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 Nature Park of Biokovo we organize donations for animal protection Dinarski Voluhar. Hotel guests donate 1 euro for environmental charities throughout 2019.

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6. LABOR RELATIONS REPORT

In 2018, 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 2017.

Table 6. examining corporate culture and climate 2018.

2018.	Directors / Heads	Permanent workers	Seasonal workers	In total
Criteria	2018.	2018.	2018.	2018.
Organization 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 2019 is to encourage employees even more to participate in the project, in order to have a clearer picture about employee satisfaction. We also aim to increase employee satisfaction by rating 3.7 by investing in professional employee development, developing new rewards programs, early hiring for longer operational work and retaining quality employees.

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7. 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.

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8. 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, labor 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 01.03.2019.

Zrinko Kamber
CEO of Medora Hotels and Resorts d.d.

Antonija Ćoran
Director of Medora Auri Hotel

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