

W&S

ENJOY THE UNIQUE ISLAND  
LIFESTYLE

# CORPORATE SUSTAINABILITY REPORT 2024.



BECAUSE WE CARE



# Message from our Leaders

“ *Only together, we can make a change. One step at a time.* ”



At our hotel, caring for the environment is at the heart of everything we do. We are committed to preserving the natural beauty that surrounds us by reducing waste, saving energy, and using resources responsibly. From eco-friendly cleaning products to sustainable food sourcing, every step we take is designed to protect our planet for future generations.

We warmly invite our guests to join us in this important mission. Together, we can make a difference by reducing water and energy use, recycling whenever possible, and treating nature with respect. Every small action counts—and by standing united, we help fight environmental crime and protect the world we all share.



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# Employee Training



At the core of every successful company are its dedicated employees. They are the building pillars that support everything we do, and without them, nothing would be possible. Our staff members are the driving force behind our daily operations and the key to delivering the high-quality service our guests expect. We believe that investing in our people is essential for our continued success.

To maintain and improve our service quality, especially before each new season, we provide targeted training for new employees. This ensures they are well-prepared and confident in their roles.

Central to this process are our Standard Operating Procedures (SOPs), which set clear standards tailored to each department, helping everyone understand their responsibilities and deliver consistent, excellent service.

It sets clear expectations from the start, enabling new team members to integrate quickly and perform at their best.

Most importantly, it demonstrates our appreciation for our staff and their vital role in our success.

We are proud of our team and remain committed to supporting and developing our employees, knowing that they are the foundation of our company's growth and excellence.

# Water policy



We recognize the significant impact that water consumption has on both our operational costs and the environment.

With a deep commitment to sustainability, we have embarked on a multifaceted initiative aimed at reducing water usage, preserving our water resources, and fostering a culture of awareness and education among our staff and guests.

#### ACTIONS TAKEN

To exemplify our dedication, we exclusively utilize rainwater for irrigating our greenery, ensuring that we respect and nurture the natural resources around us.

We proactively inform all guests about our cleaning and water conservation practices and effort, empowering them to join us in our mission.

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Before the commencement of the season, we upgraded our facilities at Hotel Kaktus by installing water-saving shower heads, further enhancing our commitment to efficiency. We diligently monitor our water usage on a monthly basis, and the results speak volumes; in 2020 alone, we successfully conserved over 2,000 m<sup>3</sup> of water.

By 2024, our efforts intensified with the installation of an additional 500 water-saving units, culminating in an impressive total savings of 12,000 m<sup>3</sup> of water.

Through these initiatives, we not only aim to reduce costs but also to inspire a collective responsibility towards water conservation, ensuring a sustainable future for our community and the environment.

# Chemical policy

To ensure compliance with all Health and Safety regulations, the use of chemicals in our operations is a necessary reality. However, we believe that it is our responsibility to manage this usage thoughtfully and responsibly. By closely monitoring where, how much, and when chemicals are applied, we can significantly mitigate their impact on both our environment and our operations.

## ECOLAB PARTNERSHIP



Our partnership with ECOLAB has been instrumental in achieving substantial savings while minimizing waste. One of the standout advantages of utilizing ECOLAB's chemical solutions is the implementation of automatic dosing and formula selection. This innovative approach eliminates the need for manual intervention, thereby enhancing both efficiency and safety in our processes.



Through diligent organization and comprehensive training of our employees, we have successfully reduced our chemical consumption by 20% compared to previous years. This achievement reflects not only our commitment to sustainability but also the dedication of our team to embrace best practices in our daily operations.

## GOALS



Looking ahead, our goal is to continually monitor and adopt new technologies and methodologies that will further decrease our reliance on chemicals across all segments of our business. We are committed to fostering a culture of environmental responsibility, ensuring that we not only meet regulatory standards but also contribute positively to the well-being of our community and the planet. Together, we can strive for a future where our operations are as sustainable as they are effective, creating a safe and healthy environment for both our staff and our guests.

# Waist Management policy



Solid waste generation is an inevitable byproduct of numerous activities undertaken within a hotel, including food preparation and consumption, cleaning, laundry services, and the waste produced by our guests. At Waterman Svpetrvs hotel and resorts, we are committed to minimizing our environmental footprint by implementing robust recycling initiatives aimed at diverting as much waste as possible from landfills.

## How we're bringing DEI to life

To facilitate our recycling efforts, we have established designated waste containers throughout our facilities for the collection of plastics, paper, and glass. Our dedicated housekeeping and horticultural department work diligently to ensure that other types of waste are promptly separated and managed responsibly. For instance, we have a practice of handing empty bottles to local residents, providing them with an opportunity to recycle and earn some income in the process.

Paper waste is efficiently processed in our press container, while all organic waste, including leaves and other "green" materials, is repurposed to create nutrient-rich compost for our gardens. This not only enriches our landscaping but also reflects our commitment to sustainability and the circular economy. In fact, compared to the last two years, we have successfully reduced our overall waste output by an impressive 70%.

Our commitment to responsible waste management extends to our kitchen operations as well. We have implemented grease chambers to separate oil and grease, which are then disposed of by a certified collector to ensure safe and environmentally sound disposal. Additionally, all electronic waste—including batteries, fluorescent tubes, bulbs, and ink toners—is managed by certified collectors, ensuring that hazardous materials are handled appropriately.

Moreover, we actively seek to support our local community by donating bio-waste from our kitchen to local residents for animal feed. Thanks to our meticulous planning and utilization of the "Kitchen Report," which accurately forecasts the number of guests, we are able to minimize food waste and ensure that only small amounts of leftovers remain.

# Energy saving policy



To uphold our commitment to sustainability, we actively seek innovative solutions each year to conserve energy and reduce costs. Our initiatives have already included the installation of LED lighting throughout the resort, a dual heating system for enhanced efficiency, an automated lighting system that activates in the evenings, and the establishment of a central kitchen to streamline operations.

Looking ahead, we are excited to implement an automatic irrigation system that will save water, energy, and labor costs by using weather data and soil moisture levels to optimize watering. Additionally, our ongoing monitoring of energy consumption has shown that, despite an increase in guest numbers, our overall energy usage has remained stable or even decreased in some cases.

By investing in these energy-saving technologies and fostering a culture of sustainability among our team, we aim to enhance our operational efficiency while positively impacting the environment and the community we serve. Together, we are dedicated to making our resort a responsible and welcoming destination for all our guests.



# Human rights & Children safety

At Sv. Petrus Hotels, we are committed to upholding human rights by actively identifying and addressing any impacts our operations may have. We provide appropriate remediation through legitimate processes, ensuring ethical practices throughout our organization.

We maintain a strict zero-tolerance policy against harassment and discrimination based on race, sex, religion, nationality, social status, color, age, disabilities, political opinion, or any other basis. We believe that employment decisions should be based solely on qualifications, skills, and experience, fostering an inclusive environment for all.

We respect the freedom of association, allowing employees to join labor unions without fear of discrimination or intimidation. We are dedicated to working constructively with recognized trade unions and works councils to promote a positive workplace culture.

Ensuring a safe working environment is a priority for us. We comply with all relevant health and safety regulations and provide tailored training to minimize risks. Additionally, we adhere to labor rights provisions regarding work hours, wages, and vacation, educating employees about their rights and obligations.



By adhering to these principles, Sv. Petrus Hotels strives to create a safe, respectful, and inclusive environment for our employees, guests, and the community. Together, we promote dignity and respect in all our operations.



# Greenhouse emission policy

Greenhouse gas (GHG) emissions refer to gases that trap heat in the Earth's atmosphere, playing a significant role in global warming and climate change. These emissions have been largely driven by human activities, especially the burning of fossil fuels, which has accelerated the warming trend we are experiencing today. To address this, we monitor our electricity, gas, and water consumption on a monthly basis, enabling us to accurately track our greenhouse gas emissions.

This careful tracking allows us to identify areas for improvement and implement effective strategies to minimize our environmental impact. We are committed to continuously reducing our emissions to the lowest possible levels, reflecting our dedication to sustainability and corporate responsibility.

By proactively managing our resource use, we aim to contribute positively to the fight against climate change while setting a responsible example for others to follow. Together with our team and partners, we strive to create a healthier planet for future generations.

# Food management and suppliers



Our properties feature over 1,000 m<sup>2</sup> of beautifully cultivated gardens, where we grow more than 40 varieties of fresh vegetables and fruits.

All the vegetables harvested from our resort's gardens are used in our on-site restaurants, ensuring that our dishes are not only fresh but also organically produced. We take great care in cultivating our produce using only water and homemade compost, reflecting our commitment to sustainable practices. In addition to our vegetable crops, we have planted over 360 olive trees, which play a vital role in our olive oil production. This homemade olive oil, along with our freshly grown herbs and vegetables, is proudly featured in our restaurant's offerings.

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By preparing all meals in a central kitchen, we can effectively manage our food resources, allowing us to control both the quantity of ingredients we use and the amount we need to purchase. This approach not only enhances the quality of our dishes but also minimizes waste, aligning with our sustainability goals.

About 20% of our suppliers are local, mainly from Brač and Split. Last year, all TVs purchased were energy-efficient AA+ class from Split, designed for hotels prioritizing energy saving. Energy-saving bulbs and most ECOLAB biodegradable cleaning products also come from Split. Committed to sustainability, we choose only large, eco-friendly packaging when buying goods.



# Promotion of local tradition, good and services



At our hotels, we proudly promote local products and services to our guests through our Holiday Concierge, offering an authentic and enriching experience. Our on-site souvenir shop also showcases a variety of locally made goods, supporting the community and its artisans.

Many of our hotel services are accessible to the local community, some free of charge—such as access to the LENOX park, football, volleyball, and tennis facilities outside the summer season—while others are available for a nominal fee.

We are especially proud to have received the prestigious White Flag certifications for the cleanliness and maintenance of all our beaches across properties, underscoring our commitment to environmental excellence. Notably, we were the first in the world to earn the GUAWA certificate, highlighting our dedication to sustainable beach management.

Additionally, we hold the esteemed Travelife Gold award, reflecting our ongoing efforts to reduce waste and protect Mother Nature. At Sv. Petar Hotels, sustainability and community engagement remain at the heart of everything we do.

# Progress since 2023



Since installing water-saving shower heads in all our hotel rooms—reducing the water flow from 15 liters per minute to 8 liters per minute—we have successfully conserved over 600 cubic meters of water annually.

In 2020, we expanded this initiative by equipping an additional 500 rooms with these efficient shower heads, resulting in water savings of approximately 12,000 cubic meters. Alongside these efforts, the installation of energy-efficient light bulbs throughout the hotel has helped us reduce energy consumption by 115,936 kWh.

We remain dedicated to continuously enhancing our sustainability practices and actively seek new opportunities to further reduce our environmental impact.

Over the past five years, we have made significant progress in fostering an inclusive workplace, with a 20% increase in women employees and women comprising 80% of our senior management team. Our diverse staff represents a wide range of religious backgrounds and nationalities, enriching our community.

Since 2017, we have implemented mandatory staff training programs focused on child protection, environmental stewardship, combating discrimination, and strengthening cooperation with the local community. These initiatives reflect our commitment to responsible business practices and creating a supportive environment for all.