



blue lagoon
OCEAN



SUSTAINABILITY REPORT

Blue Lagoon Ocean

Innovative and continuously developing strategies drive good companies. However, in order to be a great company you must also have a set of core values that complete every decision the company makes.

Thoughtful development means we continue our commitment to care as we expand within Blue Lagoon Group. Our hotel supports long-term employment at every level, and our associates are endorsed so they can achieve their greatest potential. We enrich the local communities by stimulating local economies and encouraging the expansion of educational opportunities.

We also realize that environmental protection and community engagement is more than a vital importance; it also makes good business sense. Travelers care about companies that support broadly issues of worldwide significance. And protecting the environment means our hotel will continue to be desirable destination for future generations.

Fourlanos Michalis
Hotel Operations Manager
Blue Lagoon Ocean

Introduction to our Business

The Blue Lagoon Experience means attention to details so as to ensure that every stay is an effortless pleasure.

We consider the thing that defines who we are and what we stand for is the way we manage and operate our business. It is our mission to provide authentic service by making a difference in the lives of the people we touch every day.

We believe that flourishing business and corporate liability for sustainable development go hand in hand. The genuine commitment to care is essential to our common aim to be the most favored in each customer segment that we serve for our Colleagues, our Guests and the Owners.

Blue Lagoon Ocean wishes to perfect in a continuous and a reliable manner so as to further the sustainable development of the Blue Lagoon Group.

Outline our sustainability program

We are committed to following an approach of environmental, social and financial responsibility. By finding leading

Methods to do more with less, we aim to possess sustainability efforts in order to influence positively the communities in which we operate.

Through cooperating with hotel owners, suppliers and guests, we try to reduce the environmental by emphasizing critical areas such as environmental quality, energy, food & beverage, waste and water. Moreover, we are committed to integrating innovative environmental practices and sustainability principles aimed at:

Establishing and reporting on key environmental performance indicators

Developing sustainability

Protecting natural resources

Minimizing waste

Raising environmental awareness among our partners, guests and communities

We recognize that achieving our goals and targets will require time and effort. Nevertheless, we strongly believe that our sustainability efforts meet the interests of both current and future generations.

Who we are engaging with

In order to bring into life what we call “environmental support” we cooperate with companies and organizations, such as “Animal Rescue Kos”, “E.E.E.E.K. KOS”, COMERCIAL UNION “ERMIS” “AFIS”, as well as with the Municipality of Kos, etc.

Key environmental and social issues

The Directors, managers and staff of Blue Lagoon Ocean recognize that our operations have an effect on the local, regional and countywide environment. As a consequence of this, the management are committed to continuous improvements in environmental performance and the prevention of pollution. Environmental regulations, laws and codes of practice will be regarded as setting the minimum standards of environmental performance.

The Hotel is committed to a policy of responsible environmental management, leading to a sustainable use of resources and optimal management of waste.

Blue Lagoon Ocean recognizes and understands its responsibilities and its impact of its operation on the local residents and business community!

We will ensure through our operation to create positive impacts on the both the social and economic level in order for our surroundings to not be negative effected!

In order to monitor and ensure that we will do everything we can to achieve our goals we have identified our primary goals related to our community policy, which are the following:

Community

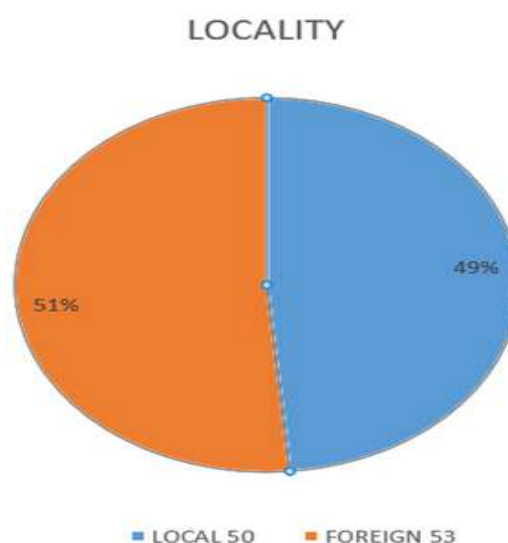
Support local Market as:

At Blue Lagoon Ocean, we aim to support small and medium businesses and widen the circle of local suppliers.

- All fresh fruits, vegetables, herbs, bread and the bottled water is purchased from local suppliers.

The 65% of supplies are from Kos & Rhodes Island the rest from Athens.

- The payments to the suppliers are done according to the industry standards or within the credit term negotiated between both partners. We aim to buy local products only and not imported products. Imported products will only be bought when they are not available locally. We purchase our products in bulk and large packaging in order to reduce the impact of litter! We understand the cycle of Economy and we recognize the importance of hiring local staff the will spent their salary back in the local economy! By creating new job opportunities in our new Hotels, we furthermore ensure additional employment for local residents and they do not need to search for employment elsewhere.



Donations and Charities:

Since Blue Lagoon Ocean aims to continuously improve its relationship with the community, we regularly meet and have discussions with the municipality representatives.

In our continuous efforts to help numerous organization or groups, the hotel provides support with the following way:

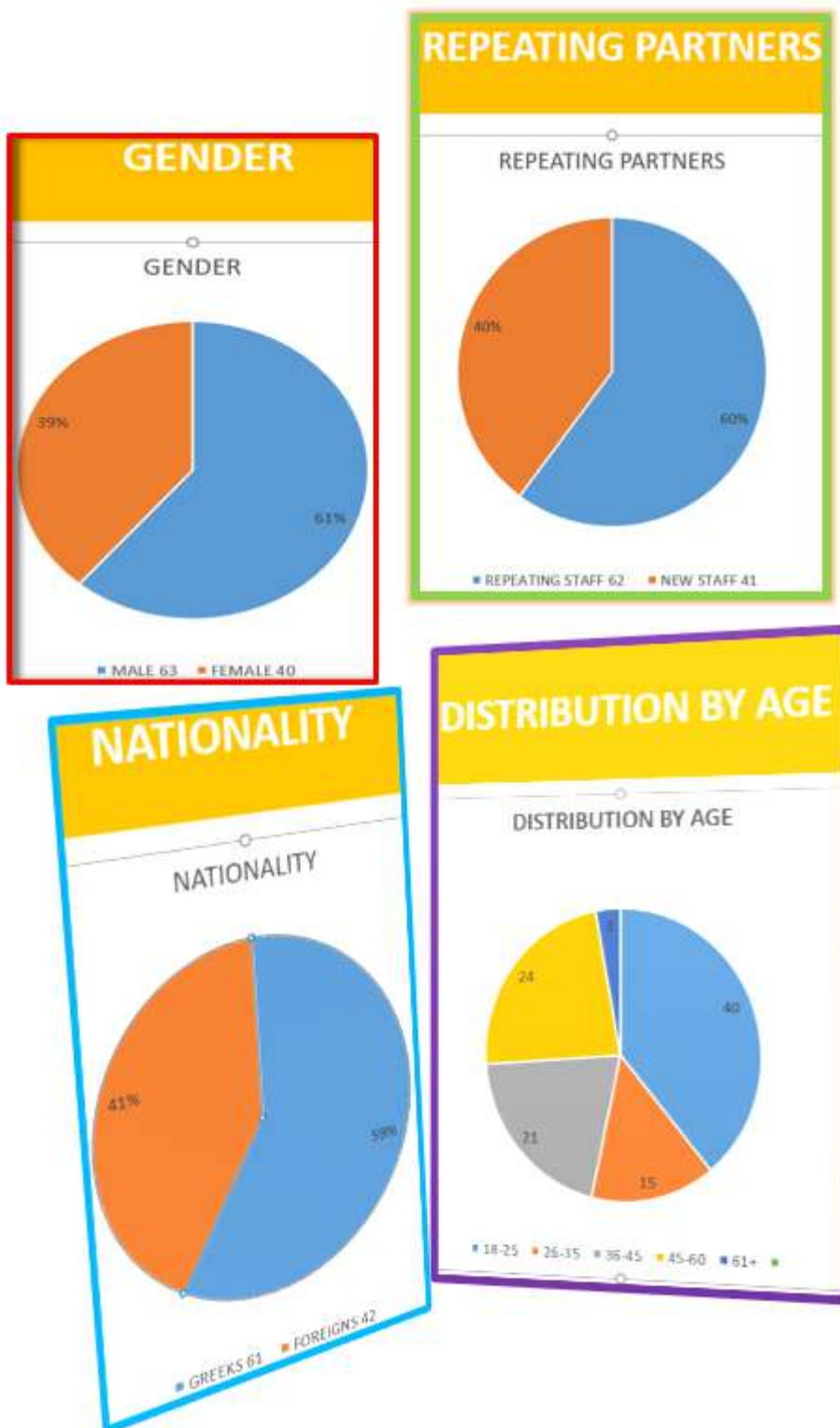
- ✓ 80 A.Δ.T.E.
- ✓ E.E.E.E.K KOS
- ✓ Support to the local Commercial Union “Ermis”
- ✓ Placed charity box for “Animal Rescue” Kos
- ✓ The hotel collects bottle caps and receives wheelchairs in exchange, which are donated to people and organizations from local community
- ✓ And we clean the beach of our hotel and the nearby territory every year at the beginning and at the end of the season. This cleaning is done correctly and with respect towards the ecological system. We are using special equipment and train our staff in participating as any mistake has an effect on the ecological system.

Local community and the representatives of the municipality are always welcome to raise any concern they might have.



Employees:

Employee attitudes typically reflect the moral of the company. In areas of customer service and sales, happy employees are extremely important because they represent the company to the public. In Blue Lagoon Ocean, we provide equal opportunities to all of our employees.

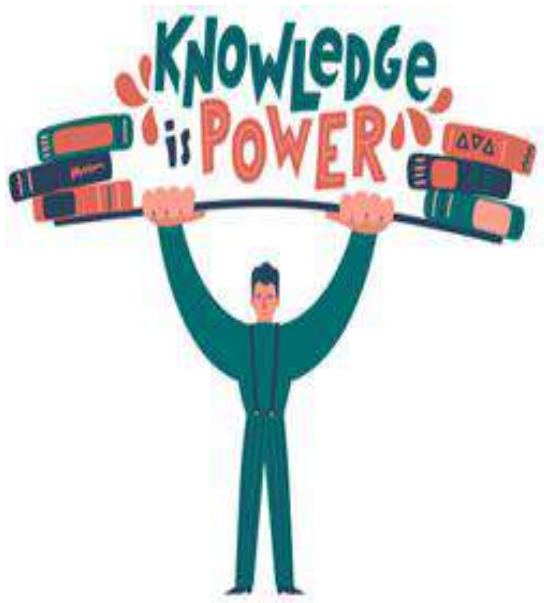


Trainings

At Blue Lagoon Ocean, we believe in the power of knowledge. We provide entry-level and senior-level trainings for the professionals to grow within the company.

Through the trainings, we have the chance to introduce to our employees general information about the hotel and the group they are working, the organizational chart, hotel policies, procedures and career opportunities in Blue Lagoon Group.

- Induction and Hotel Policies
- Sustainability Training
- Energy and Water Management, Recycling and Waste Management
- Emergency Training
- Fire Drill Training
- First- Aid Training
- Chemical Training and Spill Management
- Health & Safety Training (Hazard)

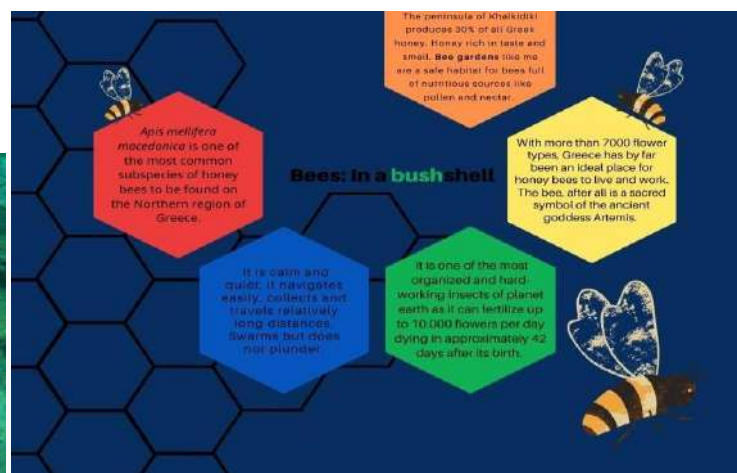


Environment:

Measuring and managing our environmental performance, we achieved reduction of water, energy and waste.

The hotel is committed to a policy of responsible environmental management, leading to a sustainable use of resources and optimal management of waste, according which we:

- Use environmentally safe and sustainable energy sources
- Invest in advanced energy and water management systems
- Monitor water consumption and rationalize its use
- Control energy use and monitor its consumption
- Reduce waste at the source and improve waste management
- Implement a recovery, reuse and recycle strategy
- Limit noise pollution
- Organize Beach Clean & Sea Bottom Clean
- Protect the nests of birds
- Cooperate with animal welfare
- Inform guests about the local wildlife and protecting it.



Reduce- Recover- Reuse- Recycle



Practices

- ❖ We collect Plastic lids separately
- ❖ We try avoid using plastic straws encouraging our guests to be environmentally friendly
- ❖ Twice per year we organize Beach CLEAN
- ❖ We don't have single use plastic glasses
- ❖ Worn towels, sheets and tablecloths are re-used as cleaning cloths and dusters
- ❖ Lost and Found item, not requested back by the guests are donated to schools or charitable organizations

2022 Waste Records

- Organic - 1500kg
- Glass- 39kg
- Plastic- 46kg
- Paper- 45kg
- Other recyclable and reusable-25kg



Key actions

Measuring and managing our environmental performance, we achieved reduction of water, energy and waste.

The Hotel is committed to a policy of responsible environmental management, leading to a sustainable use of resources and optimal management of waste, according which we:

- A
- Use environmentally safe and sustainable energy sources to meet existing operational needs.
 - invest in advanced energy and water management systems to assist in conservation energy and natural resources
 - monitor water consumption and rationalize its use to save and protect local resources
 - Control energy use and monitor its' consumption we save energy and reduce atmospheric pollution.
- B
- reduce the impact of consumption on the environment in order to promote the development of local, ecological and social product flows
 - continue to conserve resources through efficient and careful planning
 - ensure that the suppliers recognize and reduce the environmental impact of their products and processes
- C
- reduce waste at the source and improve waste management we implement a recovery and recycling strategy
- D
- Limit noise pollution, improve air quality inside buildings and reduce the impact on the local landscape.

Measuring and monitoring performance

Energy Supply and Management and Energy saving initiatives:

Blue Lagoon Ocean has managed to reduce electricity consumption through the following actions:

- We insure that all staff are trained to ensure the appropriate energy consumption in all areas of the hotel
- All heavy equipment in kitchens, laundry and pool equipment are grade A efficient
- Usage of low energy light bulbs and led lights in all public areas and guest rooms
- Schedule for lights in some public areas to closed at night after mid night
- Outdoor lighting in gardens are equipped with timers
- Restaurant lighting is equipped with computer timer
- Refrigerators and TV's are low energy consumption

	Total Energy Consumption								
	2021			2022			2023		
	kWh	Κόστος	kg CO ₂ e	kWh	Κόστος	kg CO ₂ e	kWh	Κόστος	kg CO ₂ e
	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
January	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
February	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
March	#DIV/0!	#DIV/0!	#DIV/0!	211.5127119	45.29449153	92.40990381	140.0146976	31.51410893	72.25088898
April	#DIV/0!	#DIV/0!	#DIV/0!	25.72463496	4.584281326	10.74191673	21.66689953	4.34514225	10.960767
May	107.6256158	16.5235665	30.46881182	24.87831668	5.212652277	10.35441549	23.00296358	4.499908308	11.69169069
June	24.76710199	3.251825693	7.011566573	24.14986652	6.386015748	10.08861695	26.16759365	5.243987749	13.24889711
July	22.85142598	3.041618035	6.469238695	25.18935979	5.364312551	10.54801738	25.95564172	5.013974425	13.19741883
August	21.22883056	2.993316473	6.009881931	23.10288759	9.264491742	9.694838435	1.91742463	0.11949168	0.424709555
September	23.45244941	3.256168307	6.639388428	27.23638686	9.216982415	11.38813748	#DIV/0!	#DIV/0!	#DIV/0!
October	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
November	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
December	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

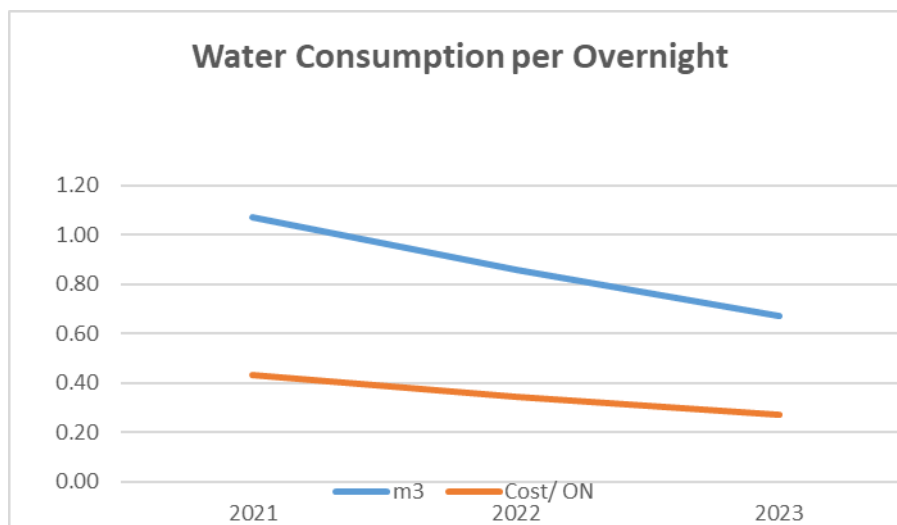
Water Management:

Blue Lagoon Ocean has managed through much different kind of actions to save the overall consumption of water without compromising the quality of service for the clients and ensuring the health and safety of the clients. These actions include:

All accommodation taps, toilets and showers will throttle and as per requirements, such as:

- 4 liters per minute for taps
- 9 liters per minute for showers
- ❖ All toilets have been fitted with low flush and or dual flush systems
- ❖ All buildings in the resort are supplied with hot water that is produced by solar panels.

	Overnights			Totals in Cubic meters (m ³) or Liters (lt)						Water Consumption per Overnight					
				2021		2022		2023		2021		2022		2023	
	2021	2022	2023	m ³	Cost	m ³	Cost	m ³	Cost	m ³	Cost	m ³	Cost	m ³	Cost
January	0	0	0	30	12	30	12	150	60	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
February	0	0	0	28	11.2	31	12.4	179	71.6	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
March	0	0	0	31	12.4	551	220.4	615	246	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
April	0	472	789	3652	1460.8	5000	2000	5300	2120	#DIV/0!	#DIV/0!	10.59	4.237	6.72	2.687
May	0	9690	10923	4533	1813.2	7073	2829.2	8707	3482.8	#DIV/0!	#DIV/0!	0.73	0.292	0.80	0.319
June	1015	11608	11735	4992	1996.8	8225	3290	8609	3443.6	4.92	1.967	0.71	0.283	0.73	0.293
July	11256	12230	12218	7378	2951.2	9864	3945.6	9273	3709.2	0.66	0.262	0.81	0.323	0.76	0.304
August	12132	12241	12339	9745	3898	10178	4071.2	4786	1914.4	0.80	0.321	0.83	0.333		0.155
September	11467	11823	7828	8758	3503.2	8252	3300.8		0	0.76	0.306	0.70	0.279	0.00	0.000
October	9043	8613		8357	3342.8	5975	2390		0	0.92	0.370	0.69	0.277	#DIV/0!	#DIV/0!
November	0	0	0	600	240	2032	812.8		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
December	0	0	0	142	56.8	200	80		0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Σύνολα	44913	66677	55832	48246	19298.4	57411	22964.4	37619	15047.6	1.07	0.430	0.86	0.344	0.67	0.270



Water Consumption in
m³/Guest night **2022**
0.344

Water Consumption in
m³/Guest night **2023**
0.270



Chemical use:

- Blue Lagoon Ocean is using chemicals for staff laundry and washing of dishes and cleaning rooms that are approved environmental friendly products.
- The staff of the Blue Lagoon Ocean use recommended measures in Laundry at pot wash by automatic systems.

Waste Management:

Blue Lagoon Ocean is successfully reducing the production of waste in all areas of the hotel and encouraging clients to join its efforts through different actions such as:

- **We managed to reduce significantly the usage of plastic and paper.**
- **We recycle cooking oil, food, plastic, glass, metal, aluminum, battery's waste with help of the municipality of Kos and many other partners**
- **We buy in bulk in order to reduce the amount of solid waste**
- **We encourage guest to use recycle bins**

Seasonal Progress

We are engaging guests in order to influence consumer behavior towards environmentally sustainable choices. Even though this is difficult in the context of the luxury market, Blue Lagoon Ocean has made more use of in-room messaging.

Printing materials reduced to minimum

- **Information provided via TV (in rooms) and through the hotel's application (EXCLUSIVI) available on guests to download on their mobile phones.**
- **All the information that was printed is now available in the hotel application.**
- **All menus (F&B and SPA) available in the application.**
- **F&B orders made via the application from any point of the hotel**

Environment

Additionally, we completed projects that assisted in a more sustainable business environment and, at the same time, increased guest satisfaction.

- **Minimum LPG reduce of seasonal consumption through extra monitoring**
- **Application of CLO₂ for domestic water resulted reduced energy consumption and its environmental friendly compared to CL.**
- **Implementation of automated disinfection CLO₂ system resulted better water outcome quality**
- **Achieved reduce of Pools Chems consumption**

Community

- Provide food for animals to farmers
- We offer a day pass to people with reduced mobility
- We frequently regulate the water use of the municipal network in order to support and enhance the water supply of the wider area of Kos due to the maximum water problem of the area
- We have contributed to the decision and completion of the aesthetic improvement of the area, with lighting, sidewalk, bike path and in the future we expect expansion of sidewalk on a coastal road

Staff

- More variety of food in staff canteen
- Continuous trainings provided to staff
- Opportunities for career development

Future targets and objectives

- We train our company members and managers on the company's policies and anti-corruption
- We are supervising our key values and ethical standards in everything we do in order to provide our employees with the fair work environment they deserve
- We hire, retain and motivate the next generation who can help our company to flourish so that they also develop and evaluate their performance regularly
- We educate and inspire employees and guests to conserve and preserve our planet
- Further reduce energy, water, gas and waste consumption

- time schedule program for public spaces
- Process start for Blue Flag Award

Community

- Organize donations in the end of the season
- Sponsor local events
- Further strengthen our relations with educational institutes by promoting the hospitality industry and careers in tourism enterprises
- Introduction and information of local aromatic plants for guest
- Information about the mythology of olive trees in Greece

People

General

- Maintain the number of local employees & aim for a 5% further increase
- Create more positions for student placements/internships
- Keep and continuously improve the high standards of working conditions

Benefits

- Provide free transportation (to and from work) to employees from the surrounding areas
- Provide discount coupons to staff members, when shopping from local shops/cafes/restaurants
- Creation of corporate newsletter/newspaper “The Samson” or “The BLG Chronicle”

Learning & Development

- Organize first aid training
- English language seminars for housekeeping employees
- Organize a coordinated crisis/emergency drill (fire, earthquake etc.) with the Fire Department

Wellbeing

- Assist employees in their efforts to quit smoking
- Add even more healthy meal options in staff canteen

Facilities & Events

- Furnish the external staff break area
- Organize staff party
- Organize a charity walk event
- Organize a tree planting event

Awards & Certificates

