

# Responsible Business Report 2022

TUI BLU OCEANIS



At TUI BLU OCEANIS, we work every day so that our hotels are becoming more responsible with the environment and the community.

2021 was marked by many successes in the three pillars of our Responsible Business programm:

- Think Planet – minimizing our environmental footprint
- Think People – taking care of the health and safety of guests and employees
- Think Together – respecting social and ethical issues in the company and the communities in which we operate.

OUR COMMITMENTS AND OBJECTIVES ARE:

# ENVIRONMENT

We are aware of our activity's direct impact on the environment and therefore attempt to minimize it through a number of different initiatives:



# SAVING WATER

We believe in responsible water use and strive to minimize waste and maximize reuse

## Key measures implemented include:

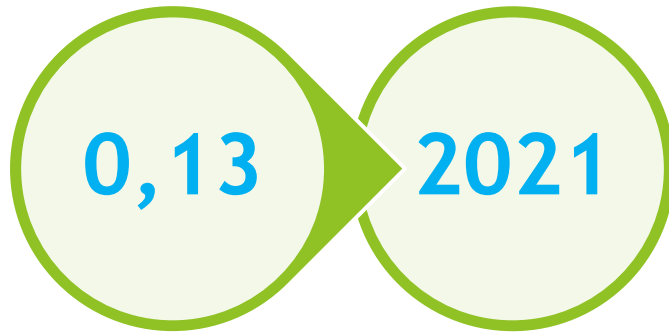
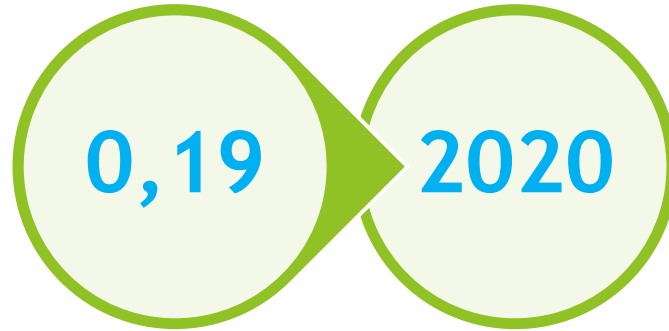
- ▶ Low flow shower heads.
- ▶ Flow restrictors.
- ▶ Cleaning & laundry operations

The target is an estimated reduction at 10% per year.

**Savings:** in a year, these measures would have saved the equivalent consumption of a family of 6, living in the Medina in Marrakesh, over 10 years! (assuming an average of 50% occupancy over a year)



# Water Management (m<sup>3</sup> per guest night)



✓ Target for 2022 10% reduction 657m<sup>3</sup> per GN

# Water (m<sup>3</sup> per guest night) Water Management 2021



	m <sup>3</sup> Water Network	m <sup>3</sup> Drilling	Osmosis Production	Osmosis Waste	Laundry	Rooms - Kitchen-Bar	Irrigation + Pools	Guest Nights	Water per guest nights
May	1.153,00	9.672,00	10.912,00	8.184,00	1.550,00	1.178,00	3.983,00	15860	0,07
June	1.156,00	9.360,00	10.560,00	7.920,00	1.500,00	1.140,00	9.023,00	16147	0,07
July	3.254,00	9.672,00	10.912,00	8.184,00	1.550,00	1.178,00	8.369,50	17100	0,19
August	3.500,00	9.672,00	10.912,00	8.184,00	1.550,00	1.178,00	8.369,50	22500	0,13
September	2.557,00	9.360,00	10.560,00	7.920,00	1.500,00	1.140,00	5.493,00	18111	0,16
October	2.465,00	9.672,00	10.912,00	8.184,00	1.550,00	1.178,00	1.317,00	17400	0,17
<b>vAverage</b>									<b>0,13 m<sup>3</sup></b>

# WATER MANAGEMENT

We reduce the amount of water by the following actions:

- *Reuse water from the pools*
- *Reuse the waste water from osmosis*
- *Decrease the water flow from the showers*
- *Use the water for irrigation more efficiently*
- *Use the water from the kitchen and bars more efficiently*



# WASTE MANAGEMENT

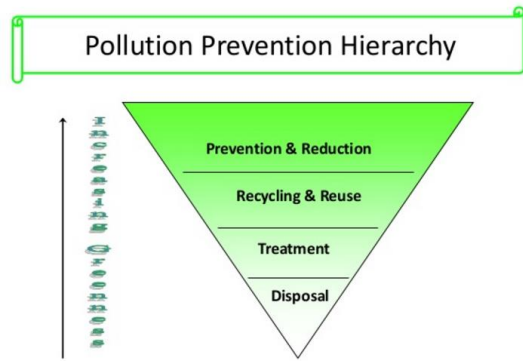
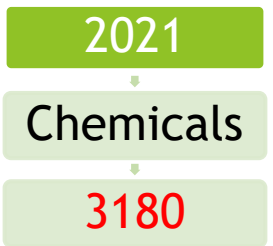
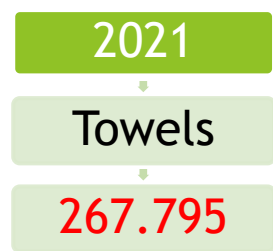
We reduce the amount of waste our activity generate as much as possible and manage it responsibly, separating them in order to be recycled and treated





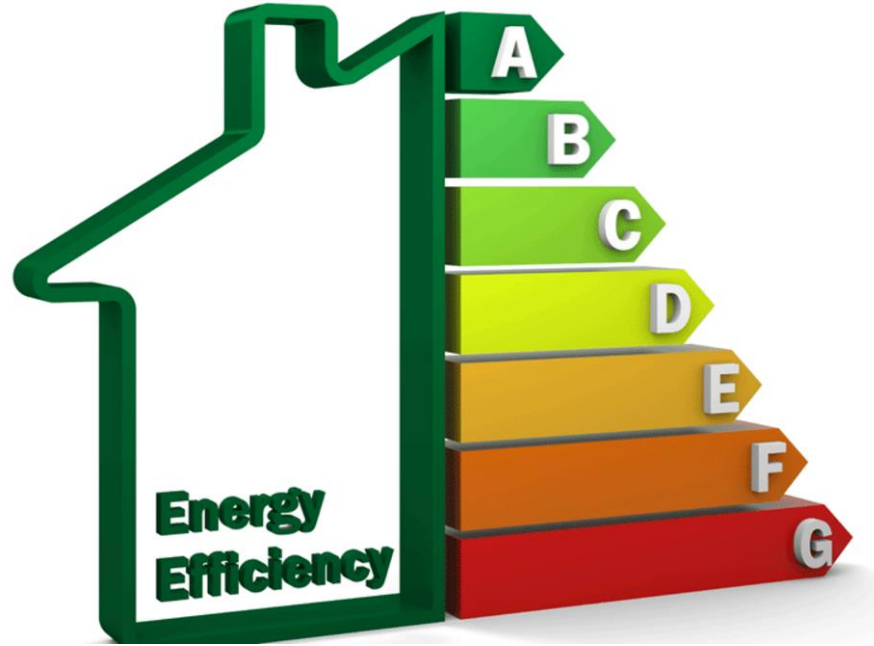
# Waste Management (Kilograms per year)

Occupancy: 2020 → 80.117 guest nights  
 2021 → 107.118 guest nights

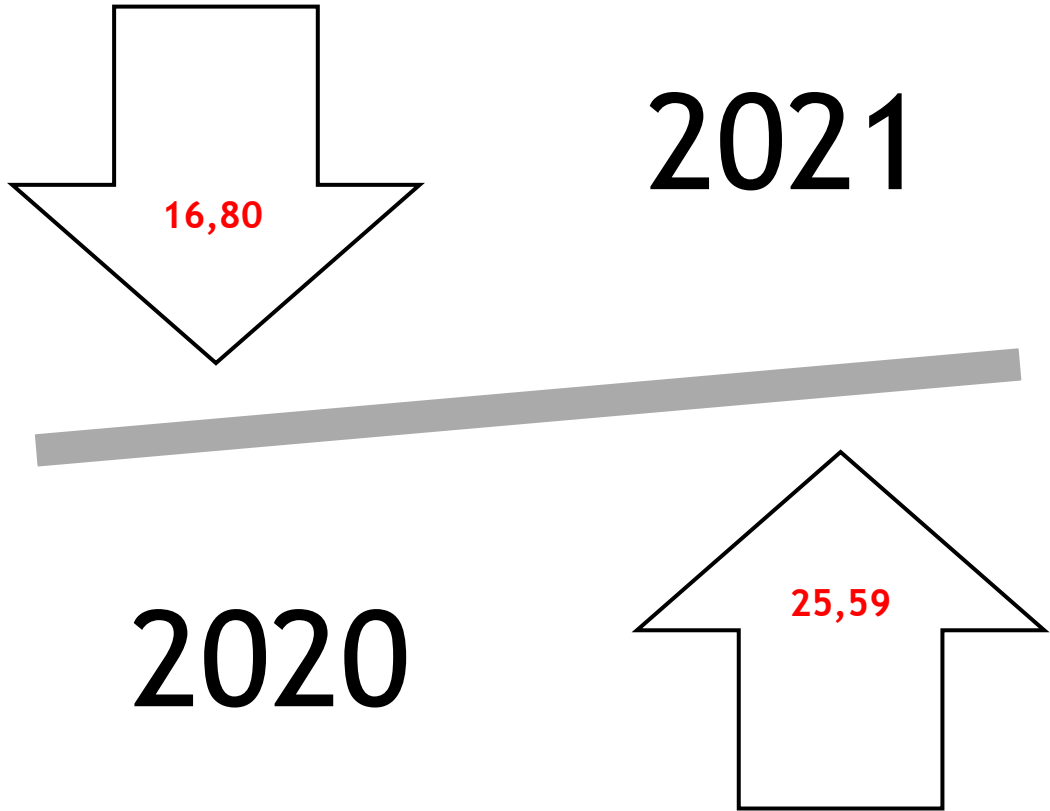


# Saving energy

We work with efficient equipment to reduce energy consumption of both electricity and fuels.



# ENERGY MANAGEMENT (KWH PER GUEST NIGHT)



**DIESEL FUEL**

- ❑ ELECTRICITY (KWH PER GUEST NIGHT)
- ❑ LPG (LITRES \* 0,70 PER GUEST NIGHT) \*\* (KITCHEN & LAUNDRY USAGE)
- ❑ DIESEL (LITRES \* 0,42 PER GUEST NIGHT) \*\* (ONLY FUELING CARS)



# CO2 EMISSIONS REDUCTION

Our objective is reducing pollution generated by our activity.

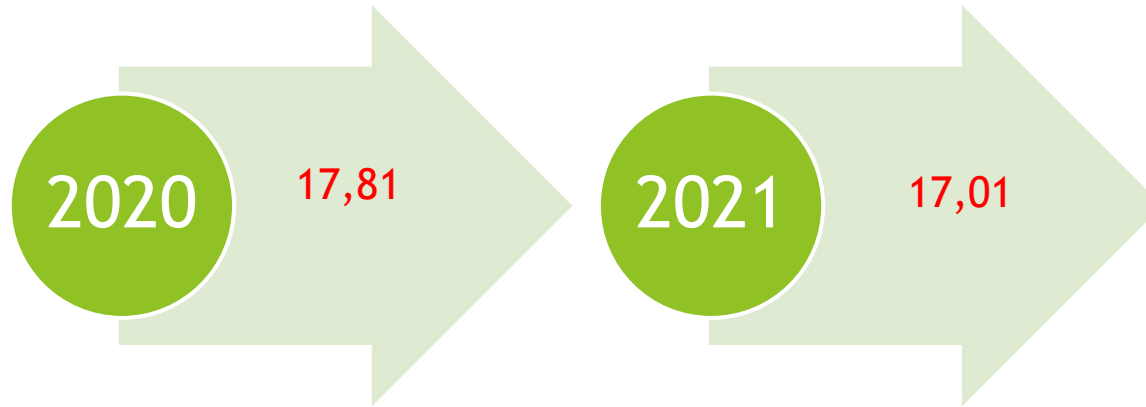
New energy saving measures helps us to be more efficient.

## CARBON FOOTPRINT (KG CO2 EMISSIONS)

ENERGY CONSUMPTION FROM:

- ELECTRICITY ON GRID
- LPG
- DIESEL

Occupancy: 2020	80.117 guest nights
2021	107.118 guest nights



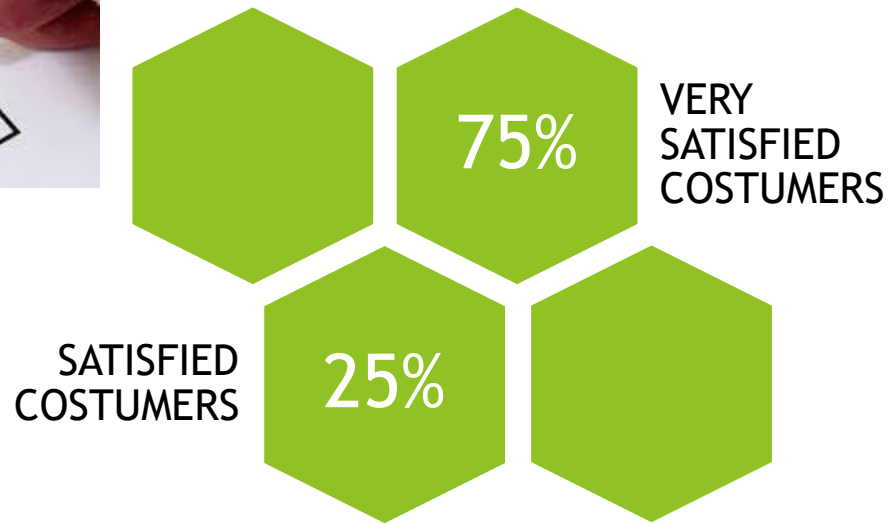
# SOCIAL

TUI BLU OCEANIS social commitment consists of its responsibility towards its customers, employees and the community in which it carries out its business. It must conform to the utmost respect and integrity.



# CUSTOMER SATISFACTION

At TUI BLU OCEANIS, we have always had our guests' total satisfaction as a maximum, since that is the basis of our business success.



# BUYING LOCAL & OUR FARM



Buying local is the purchase of locally made products and services from your local area. It includes encouraging and offering opportunities for your guests to buy local as well. Sourcing products and services locally not only benefits the people living in destination, it can benefit your business too. A growing number of guests are expecting more and local sourcing can help you create a distinct accommodation.

Although it can seem like a huge challenge for ‘mainstream’ business, there are many small changes you can make at no extra cost. This easy to follow guide will help you get started. It includes the following sections:

Getting Started - a general guide / Buying local food - building links with farmers / Encouraging guests to explore / Encouraging guests to buy local / Building a unique destination / Managing change within your business

Sourcing locally can improve your reputation locally and further afield... it can help you obtain Travelife certification, enhance your public image and help secure contracts and bookings in this age of ‘greener’ tourism.

## ► *OUR FARM*

Planting our own fruits and vegetables gives us the opportunity to control the products used to our restaurants and to provide greater variety, freshness and taste to our guests. Consuming organically grown food is the only way to avoid chemical poisonous substances present in commercially grown food.

It is our firm belief that investing on planting organic fruits and vegetables is a direct vote for a sustainable future for the many generations to come. The Oceanis Farm came into reality in 2012 when the hotel’s owner decided to fulfil his passion about agriculture and merge it with his second passion, hospitality.

Following his ancestors’ knowledge on agriculture, he decided to cultivate his father’s farm with some common vegetables, like courgettes, lettuces, cucumbers and tomatoes. The gifted soil of the estate offered a total cultivation of approximately 28 tones which was not robust enough to supply all of our produce needs, but it was a great start.

Five years later, in 2017, the farm has expanded rapidly both in variety and in size, covering 215 acres and cultivating 45 different types of plants, ranging from extra virgin olive oil and wine to exotic fruits. The total production of 2021 was 146 Tones, giving us the privilege to offer to our valued guests an experience of eating fresh raw materials in great quality throughout the season.

## ► *ALOE VERA*

Aloe vera is also known as medicinal aloe and has been used throughout history to treat both internal and external maladies. Being a great natural moisturizer, aloe vera keeps the skin well hydrated and enhances its elasticity.

## ► *EXTRA VIRGIN OLIVE OIL*

The “Drosou Estate” extra virgin olive oil is produced from century-old olive trees from “koroneiki” variety. Since ancient times they are known for their fruity taste, small acidity and shining color, making it perfect for Mediterranean cuisine, salads and sauces.

## ► *ORGANIC WINES*

Drosou Estate red wine is produced in Kos, in our vineyards close to the city hills from Syrah&Merlot varieties. The strong Aegean sun gives the grape its ruby red color and the gifted soil its full bodied taste. Before being bottled, it is matured in French oak barrels for 5 years. Our second wine, Drosou Estate white wine, is made from the marriage of the fruity Sauvignon Blanc and the crispy Assyrtiko, offering you a complete wine experience.

\*\*Our wine can be tasted in our restaurants and bars, while it is also available at the mini market of our hotel in a special travel package for your luggage. You can also find our olive oil in a luxury glass bottle and in a special travel package to take it with you at home.



# BLUE FLAG

BLUE

TUI BLUE

For the coastal environment, water quality, safety and access for all: the Blue Flag represents a serious and profound commitment to both people and the environment.



*Central to the ideals of the Blue Flag program is the aim of connecting the public with their surroundings and encouraging them to learn more about their environment. As such, environmental education activities must be offered and promoted in addition to a permanent display of information relevant to the site in terms of biodiversity, ecosystems and environmental phenomena.*



# Travelife Accommodation Sustainability

Travelife is an internationally recognised accommodation sustainability programme. It is proven to help you reduce your energy and water consumption, along with waste production. All of these lower your costs. Up front investment in energy and water efficient solutions will offer the best long-term cost savings, and small low-cost operational changes can reap budget benefits.

The Travelife for Accommodation standard contains around 163 requirements that hotels must demonstrate compliance to following an on-site audit every two years. These requirements cover the environment, labour issues, human rights, community engagement and animal welfare.

## ► LOWER OPERATING COSTS

Travelife is proven to help you reduce your energy and water consumption, along with waste production. All of these lower your costs. Up front investment in energy and water efficient solutions will offer the best long-term cost savings, and small low-cost operational changes can reap budget benefits.

## ► INCREASED GUEST SATISFACTION

The 2021 Travelife Member Survey revealed that 86% of surveyed properties had a Trip Advisor Certification of Excellence Award and a recent analysis by TUI Group also showed that hotels with a sustainability certification report higher levels of guest satisfaction. There are 3 reasons for this:

1. Responsible business practices lead to staff having more pride in their company, resulting in better customer service.
2. Travelife Certified businesses are open and transparent about their sustainability efforts and achievements, ultimately resulting in guests feeling more informed and positive about the impact of their travel.
3. The Travelife Standard requires Members to implement and monitor a quality assurance program that will help businesses with continual improvement of their company culture.

## ► RISK AND REPUTATION MANAGEMENT

Following extensive global media coverage and political discussion, consumers are showing increasing awareness and concern about issues such as plastic waste and human exploitation, with many taking to social media to express their concerns about the things they experience when travelling.

Travelife monitors media coverage and new legislation then works with industry leaders and experts to develop guidance and advice for our Members. This will help you stay ahead of these issues at your property, in your supply chain and in your community.