



Annual Sustainability Report 2022

Aqua Paradise Resort

Sustainability

Aqua Paradise Resort

SYMBOLS AND MESSAGE

Behind our logo

The three drops of our logo represent the water and the trinity as a trademark of Aqua Paradise Resort. The other main symbol of uniqueness and Bulgarian tradition is the stylized embroidery or the so called “shevitsa” from the town of Samokov, which is engraved on the decorative facade panels. In the modern interpretation of this Bulgarian symbol are preserved the main elements that represent the sun, home, family, nation, love. They are all enclosed in a square that, according to an old Bulgarian tale, depicts the life cycle.



AQUA PARADISE
R E S O R T

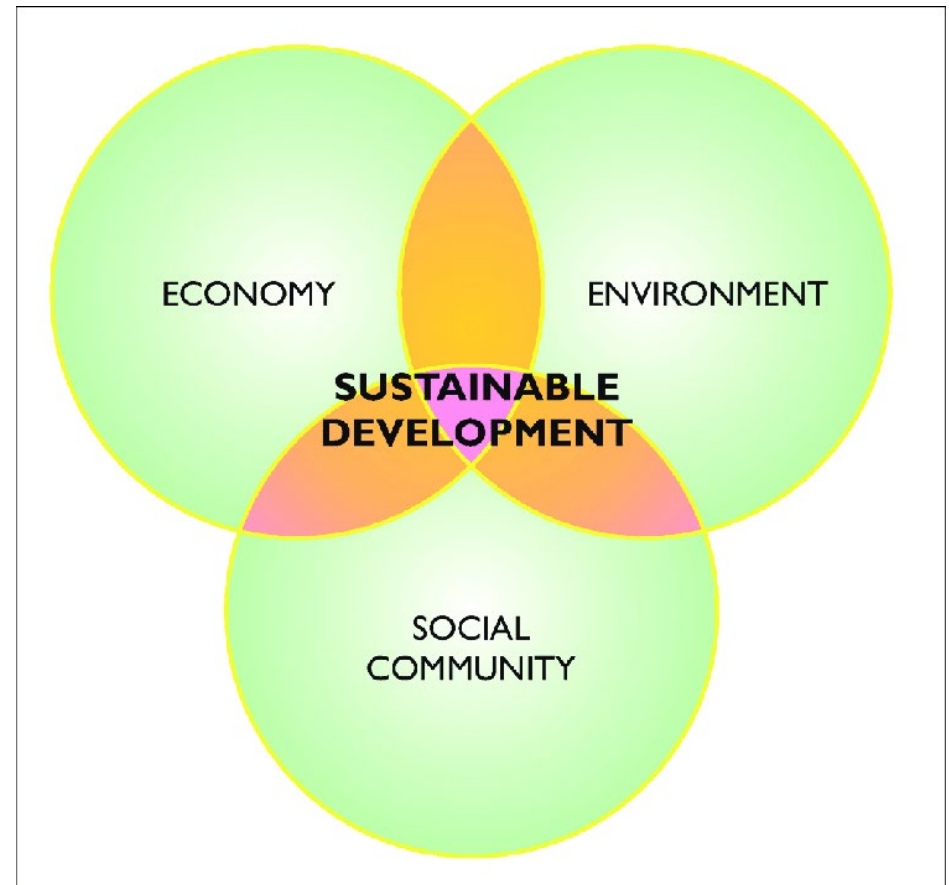
Sustainability Aqua Paradise Resort

At Aqua Paradise Resort we aim to create a sustainable environment for our guests, colleagues and community. We strive to establish and to follow sustainable practices in order to leave a positive mark on the environment.

We are passionate about our commitment to mitigate the ecological footprint of our daily operations.

At our resort we pursue the goal to educate our personnel and to encourage our guests to immerse themselves in the tradition and culture of the local people.

Alongside with this we feel obliged to be vigilant and to give our contribution to more sustainable travel.



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Our environment

Over the last few years our establishment adopted measures and implemented procedures to reduce the impact of our operations on the environment.

The list of our initiatives includes:

Energy saving

.Usage of double-glazing in the rooms and common areas, which allows us to spend less energy in heating and cooling.

.Our air-conditioners use the inverting technology, which makes them more energy efficient. They also use the R 410 A refrigerant, which is more environmentally friendly, which contains only fluoride and does not contribute to ozone-depletion.

.The temperature in each room is under thermostatic control and can be adjusted independently.

.In order to save energy, we equipped our rooms with the sensors, which switch the air-conditioner off, when/if the balcony door is open.

.To be more energy efficient, our air-conditioning system is using Recuperation which means that it is using the waste heat to heat the water used on a daily basis in our resort.

.Solar panels are being used, with the purpose of water heating.

.All of our lighting is energy saving (LED).

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Energy saving

- The rooms are equipped with a system that turns the electricity supply off after the guests have left the room.
- The lighting in our restrooms is controlled by motion detector sensors.
- We use natural gas in our kitchens and also for water heating purposes, because it is not as harmful to the environment as other fossil fuels. Natural gas also produces nearly a third less carbon dioxide than coal and almost half less than oil when burned. Natural gas also emits little to no sulphur, meaning it is eco-friendlier and runs more efficiently than other fuels.
- The elevators (ORONA) installed in our resort are energy-efficient. On the way down, they rely solely on their own weight and are not using any energy.



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One of our environmental impact targets was to reduce the electricity consumption by 5% in 2022 through the following initiatives:

- Implement staff to turn off lights in public areas during day light hours.(Restaurants, Bowling)
- Instruct employees in the kitchen to switch on equipment only when needed.
- Regular checks of all equipment to ensure that everything is running efficiently.(Defrosting of refrigerators, removing dust at the back)
- Assign staff members to switch off A/C in inactive areas.(Conference hall)
- Assign staff to turn off A/C in rooms that are not occupied.
- To train the responsible staff to backwash the pool filters on a regular basis. Filters that are not back washed regularly have higher energy impact.
- To assign staff to turn off saunas and steam rooms outside peak hours.

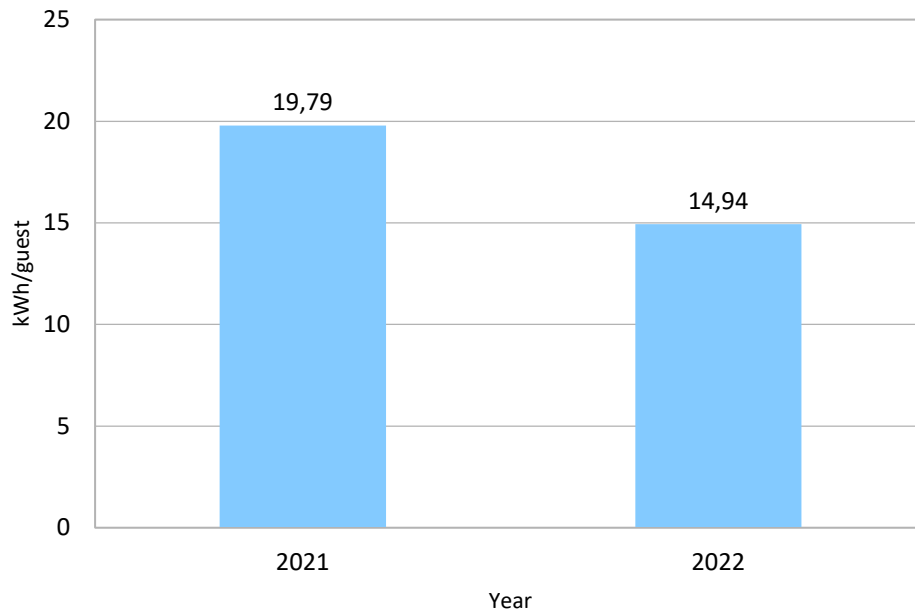


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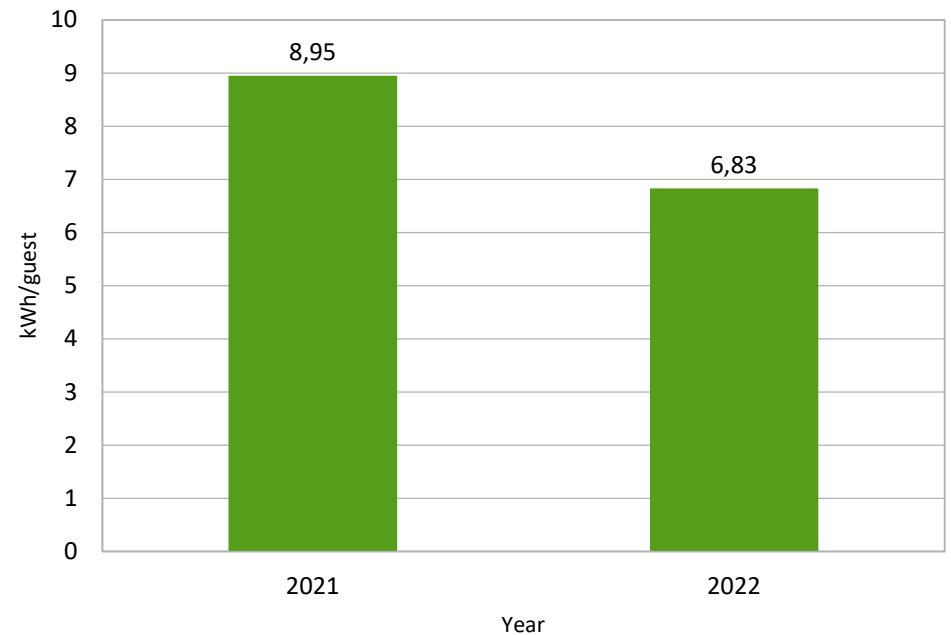
Following the initiatives we managed to reduce the electricity consumption per guest night in 2022 compared to 2021 from 19,79 kWh per guest night in 2021 to 14,94 kWh per guest night in 2022. This means that we reduced the electricity consumption in 2022 compared to the previous year by 24,5%.

Electricity consumption



We also succeeded in reducing the gas consumption per guest night in 2022 compared to 2021 from 8,95 kWh per guest night to 6,83 kWh per guest night. This means that we reduced the gas consumption in 2022 compared to the previous year by 23,7%.

Gas consumption



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Water saving

- In each of our bathrooms the provided showers include a low-flow, rain forest shower (equipped with flow-rate limit 9,5l/min) and additional flow restricting laminar technology and an eco-saving hand shower equipped with flow restriction 8l/min.
- Our sink taps have aerators included, which limits the water usage to 5l/min.
- We are harvesting rain water to irrigate our gardens. We have installed a rain tank in the amount of 300m³.
- Our gardens are only watered during night-time with dropping and sprinkler system. Thanks to this system we avoid excessive consumption of water and its vaporization.
- We actively train our staff to notice and prevent the leakages in the room toilets and expect also to be informed of such occasions by our guests.
- All of our toilets are equipped with two-stage buttons to control the amount of water used. The amount of water used is 6l/3l.
- The urinals in the public restrooms are equipped with motion detector sensors which avoids unnecessary water consumption.
- Towels and linens are changed on an eco-principle, which means they can also be changed on guests' request.

One of our environmental impact targets was to reduce the water consumption in 2022 through the following initiatives:

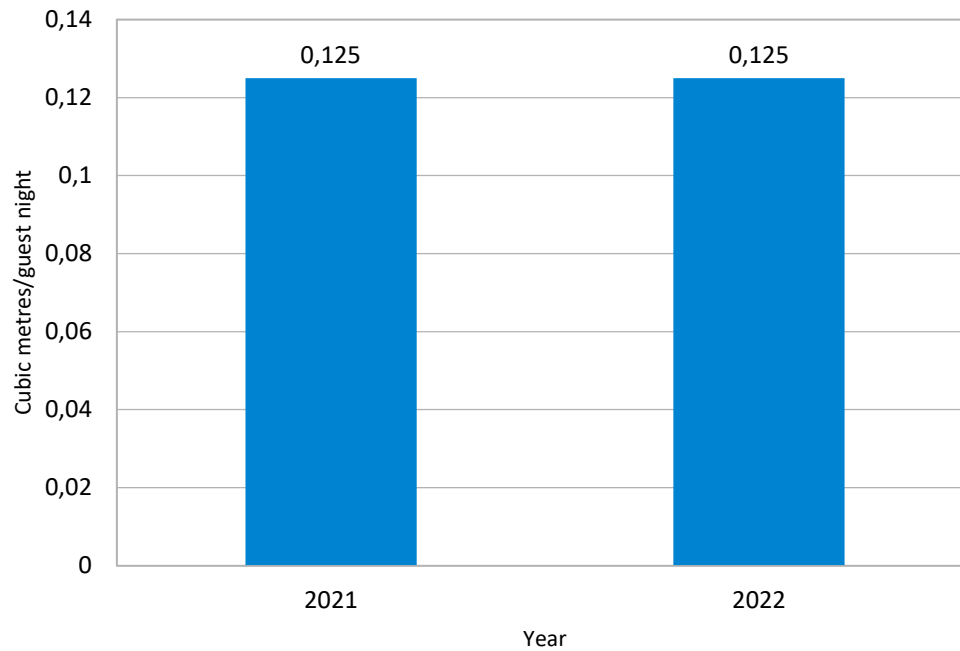
- Remind and train our staff to notice, fix and prevent any future leakages of pipes, taps and equipment.
- Remind our guests of our water saving management and objectives by displaying our Green policy on the information board in the Lobby and by uploading it on the TV system in each guest room.

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Following the initiatives we implemented for water saving the consumption in 2022 did not exceed the water used in 2021. We came to the conclusion that for the following year we should set a target to reduce the water consumption by 5%.

Water consumption



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Waste

- We try, as often as we can, to avoid disposable packages and products in our restaurants and bars. That is why we purchase in bulk.
- We have reduced the usage of plastic cups up to 90% and we have included paper ones. In addition, we added reusable cups made out of poly carbonate at our bars.
- We try to save paper in the daily office work and we try to avoid printing of letters and documents. Instead we communicate via e-mails, if possible.
- Separating as much as possible our waste streams such as glass,paper,cardboard.
- Ensure that all solid waste is disposed in accordance with the national and international waste regulation and keeping a record to reflect the compliance.
- Contracted company to collect our household waste.
- Reduce the use of potentially harmful chemicals in our day-to-day operations.
- Wherever possible, avoid the usage of chemicals.
- All the chemicals that are used are in compliance with the laws and regulations of Bulgaria.
- All the chemicals are kept in secure rooms, with limited staff access. The containers for the chemicals used in our pools are being disposed of by their provider.
- Used cooking oil is being collected and delivered to be recycled.
- We installed soap and gel dispensers in communal areas and guest bathrooms, in order to minimize the waste produced.

One of our environmental impact targets in regards of waste management was to train the staff in an efficient way of separating the waste streams: glass, paper and plastic.

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Our People

We at Aqua Paradise Resort sincerely believe that our staff members are the biggest asset of the establishment. All of our efforts are directed towards their welfare and skill development. We aim at providing the best possible working environment, because we believe that by taking good care of our employees, they in turn will continue to take exceptional care of our customers.

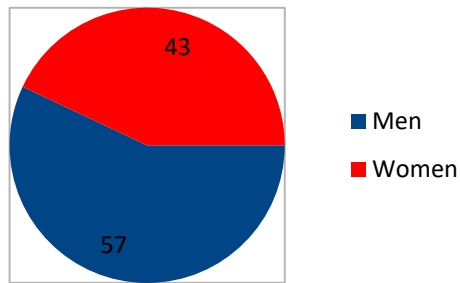
We have more than 250 employees and all of them have received:

- A personal working contract with the working hours and conditions in it.
- We have a disciplinary and grievance policy and the staff is informed about their rights and responsibilities.
- The staff has been initially and periodically instructed and trained for professional issues and also – health and safety procedures, including fire training. The working conditions are checked to be maintained optimal, in order to prevent accidents.
- We provide free uniforms, food during the work time and free transport and free accommodation if requested to all of our employees.
- Employees are free to join the professional union and meetings.
- Most of our employees are recruited from the local community. This will help with achieving social stability of the region.

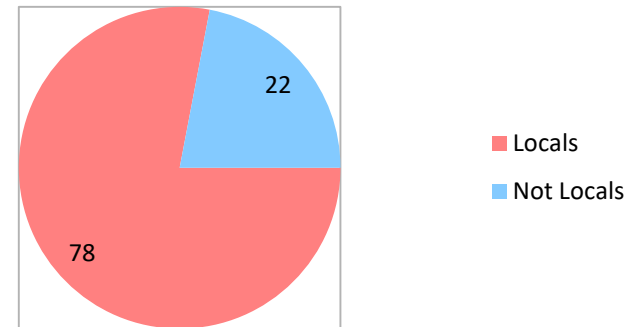
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DIVERSITY AND INCLUSION RATINGS

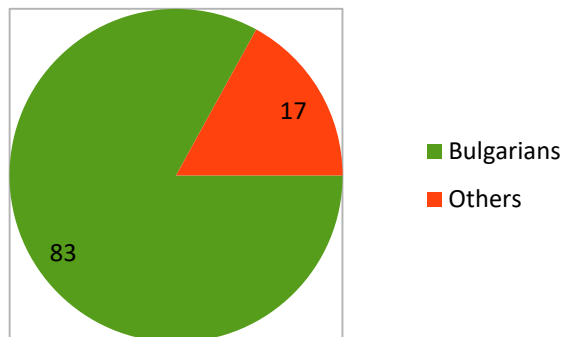
Total workforce by gender



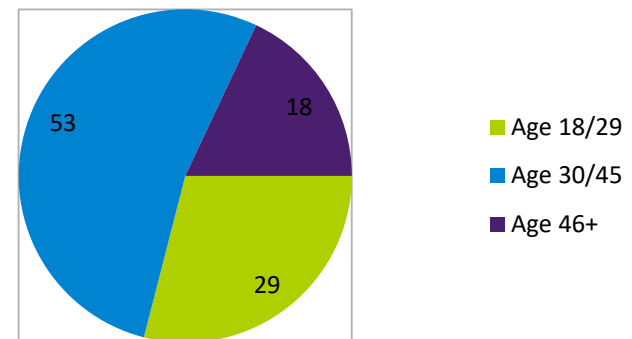
Proportion of local employees



Proportion of different nationality



Age distribution of our workforce



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Our Community

We at Aqua Paradise Resort work in close partnership with the local community whilst striving to help in achieving a higher standard of living for all the people related. We monitor our daily operations in terms of how they impact upon the local residential and business community.

- Whenever possible our alcoholic beverages are bought from local suppliers.
 - Our desserts are purchased locally.
 - We work closely with local high-schools and colleges:
 - - The local school of Tourism.
 - - The local school of Foreign Languages.
 - We work in close partnership with the Labour Office, in order to provide more employment and reduce the unemployment rates.
 - We are promoting the nearby destinations and encouraging our guests to visit the sites of importance to the cultural heritage.
 - We are providing guests with guidance of appropriate dressing behaviour
 - outside the resort when visiting churches and monasteries.
 - We take child protection very seriously and train our staff about the actions they have to take if they suspect or notice a child at risk.
- We make sure our buying policy contributes with developing the local suppliers and their businesses. This serves as a verification of our commitment to support the local economy. The following products are purchased locally:
- - Our wine is being supplied by local wine sellers.
 - - Whenever possible we buy our fruits and vegetables from the local market.
 - - We are purchasing Bulgarian mineral water.

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Our 2022 community goal was to purchase at least two products(that we currently order from a national wholesaler) from a local supplier.

Our hotel signed a delivery contract with the local company ET Miltsho Stoyanov for delivery of vegetables(tomatoes, cucumbers, zucchini). The fields of the company are located in Acheloy, which is only 6 km away from our resort.

We also increased the percentage for delivery of pastries from a local company named Zaharo, whose production is based in Pomorie, about 10 km away from the hotel.

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Our Guests

Aqua Paradise Resort was created with the intention of providing the best holiday environment to all of our guests. We endeavour to present the highest quality of guest services. We value our guests and we believe that it is paramount for our establishment to grant them the best possible holiday experience they deserve.

- We implied a special survey (Guest Questionnaire) on a weekly basis, with the purpose of gathering on-spot information about our performance and our valued guests' improvement ideas.
- We have an appointed Guest Relations Team, dealing with the needs and requests of our guests.
- We have a Quality Assurance Manager on-site, monitoring the compliance with the quality standards, implementing measures when needed and ensuring that all the operations in the establishment are in conformance with the Quality Requirements.

Based on the results of the surveys from 2021-2022, the average guest satisfaction score comes out as 4.45 out of 5.0.

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We take great pride in our initiative to build in 2022 a system of photovoltaic panels in order to reduce our energy consumption. The intention is to replace a big part of our electricity supply with clean, renewable solar energy. It is expected for the system to start operating in 2023. It consists of 2800 panels in total and covers an area of 6000 square meters. We estimate that it will produce 1.9 GW/h annually.

