Annual Sustainability Report 2026

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.

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AQUA PARADISE

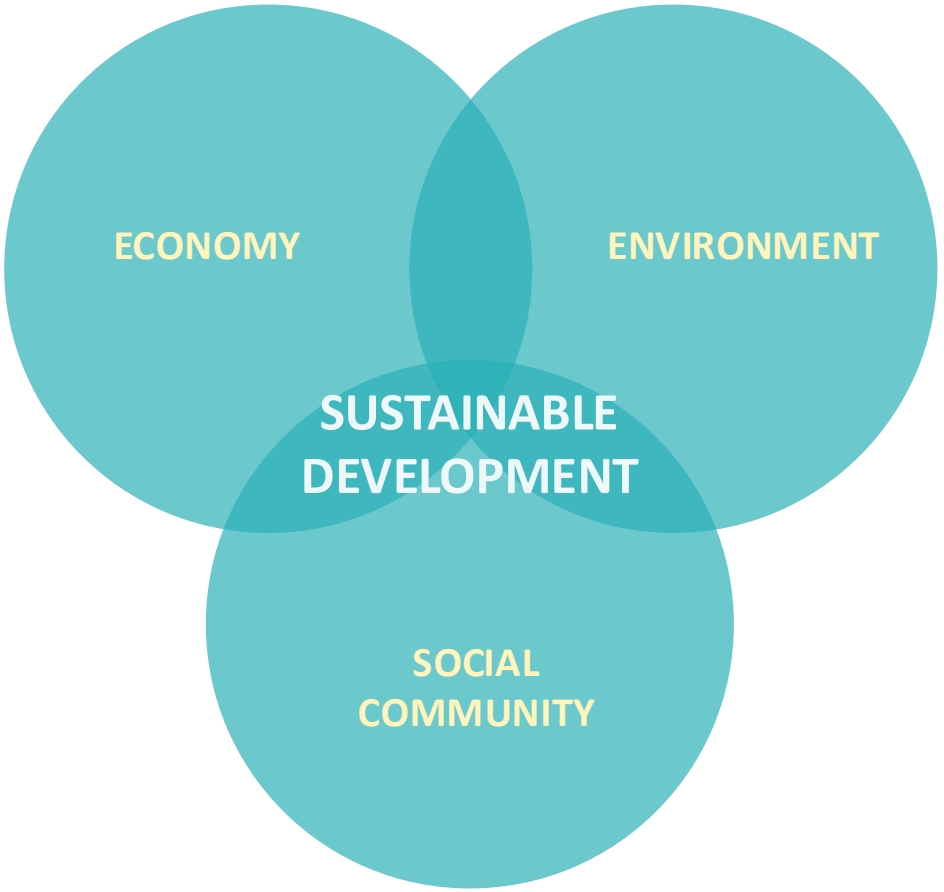
RESORT

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



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).

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.



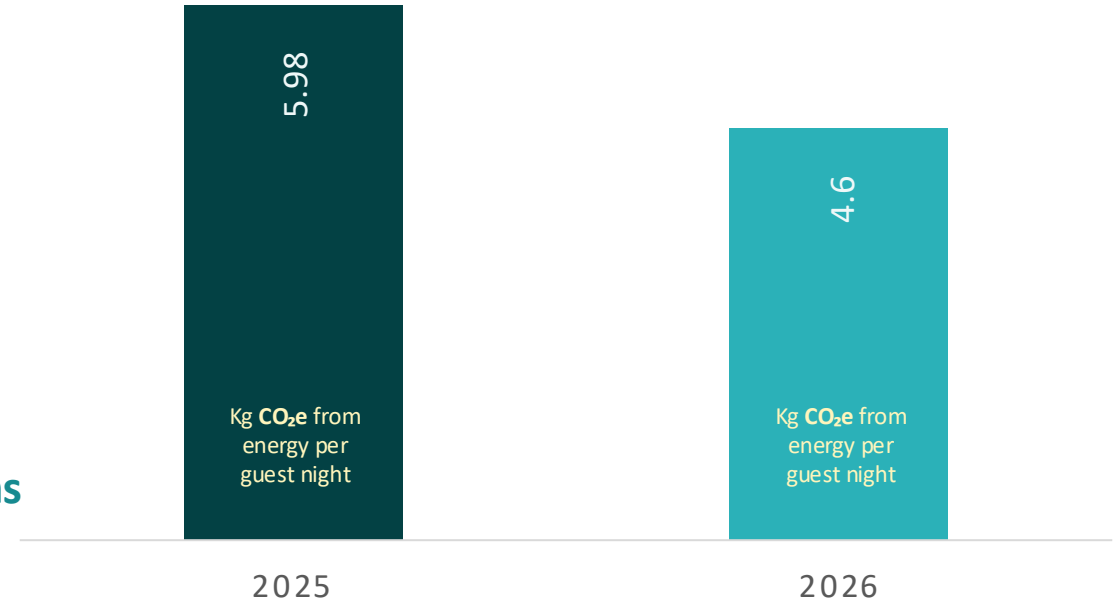
One of our environmental impact targets is to reduce energy emissions by 10% before 2030 through the following initiatives:

- 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.



Following the initiatives we implemented, we managed to reduce CO_2e from energy per guest night in 2026 compared to 2025 by 23%.

Energy emissions



Water saving

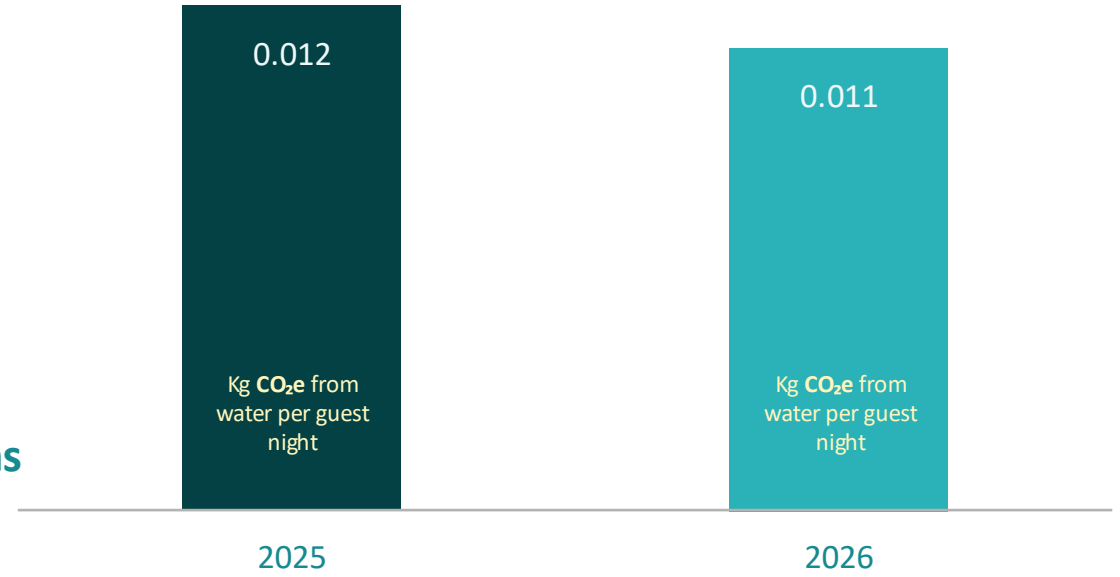
- In each of our bathrooms the provided showers include a low-flow, rain forest shower (equipped with flow-rate limit 9,5l/min) and additional flow restricting laminar technology and an eco-saving hand shower equipped with flow restriction 8l/min.
- Our sink taps have aerators included, which limits 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 is to reduce the CO_2e from water consumption by 10% before the end of 2030 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.

Following the initiatives we implemented for water saving we marked a decrease of the CO_2e emissions from water per guest night in 2026 compared to the water emissions in 2025 by 8,33 %.

Water emissions



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 try to replace more plastic items by wooden or paper ones.
- 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.
- 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.
- We are working to improve our stock control procedures.
- 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 is to reduce the Co2e from solid waste by 10% before the end of 2030. However, the numbers show a 2,8% increase in the solid waste emissions per guest night in 2026 compared to 2025. This indicates,that we need to adopt additional actions in order to decrease solid waste emissions.

Our People

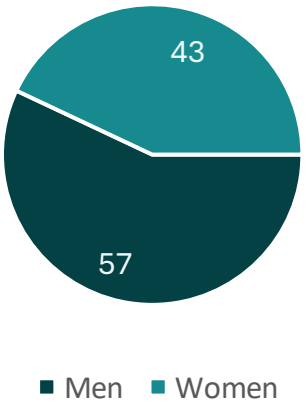
We at Aqua Paradise Resort sincerely believe that our staff members are the biggest asset of the establishment. All of our efforts are directed towards their welfare and skill development. We aim at providing the best possible working environment, because we believe that by taking good care of our employees,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

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

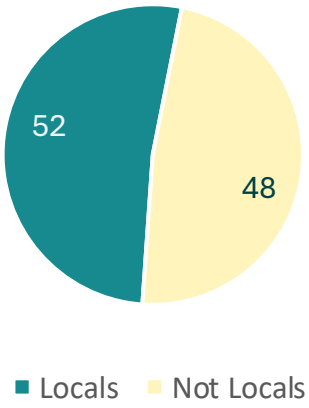
- A personal working contract with the working hours and conditions in it.
- We have a disciplinary and grievance policy and the staff is informed about their rights and responsibilities.
- The staff has been initially and periodically instructed and trained for professional issues and also – health 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.

Diversity and inclusion ratings

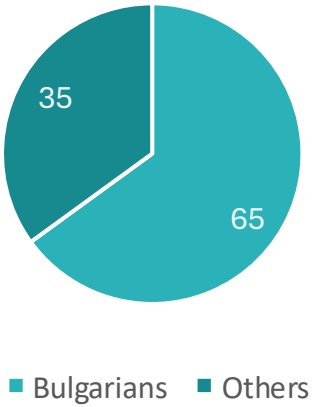
Total workforce by gender



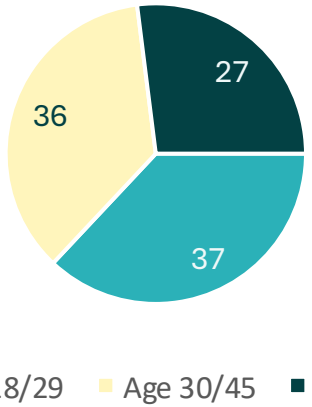
Proportion of local employees



Proportion of different nationality



Age distribution of our workforce



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.

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.
- 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.

Our community goal for 2026 was to dedicate time and effort to helping clean up the local beach in Ravda.

In addition, we set ourselves the goal of supporting the local community by cleaning and maintaining the street connecting the village of Ravda to the shopping area.

We are very proud to announce that we have successfully achieved both of these goals!



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 2025-2026, the average guest satisfaction score comes out as 4.49 out of 5.0.



Aqua Paradise Resort uses a system of photovoltaic panels in order to reduce the energy consumption. We benefit from our initiative to replace a big part of our electricity supply with clean, renewable solar energy. The system consists of 2800 panels in total and covers an area of 6000 square meters. It produces 1.9 GW/h of electricity annually.

In 2026 we started using the new installation of 1163 pieces of solar panels, that we installed on the roofs of each building of the hotel.
Each panel has the power of 550 Watt.
The total power of all panels will be 640 kW/p(pick)

In addition, we installed batteries for storage of electricity: 1380 kWh. This energy will be used during hours without sunshine.

Appeal

Aqua Paradise Resort is continually working to improve the impact we have on people and places.

We are committed to reducing our greenhouse gas emissions and to protecting and supporting biodiversity.

As part of that commitment in 2025 we set ourselves a target of reducing our greenhouse gas emissions from energy, water and waste by 10 % before the end of 2030.

We are proud to report that as of 01.11.2026 we have marked a 21 % reduction in overall emissions from energy, water and waste.

We know, that we have to invest enthusiasm and dedication to keep the good tendency in 2027. That is why we are implementing a number of new initiatives throughout our operations to help us achieve our 2030 goal.

As part of our commitment to support wild life and biodiversity, in 2026 we created a new garden in our grounds that is especially designated to support bees.

We encourage our valued guests, staff and visitors to support us by following the reminders we have provided throughout the hotel about saving water and energy as well as minimizing waste.

Aqua Paradise Resort is committed to respecting and protecting human rights. We believe that everyone should be treated fairly and with respect.

As part of this commitment we regularly train our staff about preventing discrimination.

We are also committed to safeguarding the welfare of children and young people.

We have a policy of always reporting suspected instances of child exploitation and abuse to the police.

We encourage our guests, staff and visitors to report their own concerns about child exploitation and abuse to the Agency for child protection office Burgas at: 0035956827153, e-mail: sacp@sacp.government.bg or reporting directly to the police station located at Sunny Beach