



MEDORA  
HOTELS & RESORTS

# REPORT ON SUSTAINABILITY HOTEL MEDORA AURI 2023

*Touch the sea, hug the mountain.*

Medora Hotels and Resorts d.d., Mrkušića dvori 2, 21327 Podgora, Croatia  
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PIN/OIB: 90637704245 • MBS: 060008652 at the Commercial Court in Split • CAPITAL STOCK: 78.962.500,00 HRK paid entirely  
DIRECTOR: Tihomir Antunović • PRESIDENT OF THE SUPERVISORY BOARD: Doc. Dr. Sc. Emil Mihalina



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## INTRODUCTION

Hotel Medora Auri is a 4-star hotel opened on July 4, 2016.

The hotel consists of:

- 253 accommodation units
- 722 beds
- Reception
- Lobby bar
- Hospitality service within the tourist agency
- Conference room
- Wellness with two massage rooms, saunas (Finnish, Turkish and infrared) and Whirlpool
- Restaurant with its own terraces
- The kitchen with all the associated areas
- Fitness
- Outdoor swimming pool - for adults and children
- Children's playroom 10<sup>th</sup> floor
- Pool bar
- Taste the Indigo cocktail bar
- Taste bistro

Hotel Medora Auri is determined to strive for a business that results in continuous improvement of the quality of services but also exceeds the expectations of guests and other clients.

The Medora Auri team decides for constant improvement of the quality of services because we strive to meet the expectations of our guests and other clients. We are committed to protect the environment, respect regulations and the interests of the local community and culture, suppliers, shareholders and employees. Care is given to protect children and other vulnerable groups in the community.

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### **General Purposes and goals:**

#### **A.) Employees**

- We appreciate our staff by treating them fairly and with respect, making sure that no one is discriminated, regardless of age, disability, nationality, gender, race, political attitudes or employee activities and religious or sexual orientation.
- We are serious about accessing professional staff development by providing training, helping our employees perform their job tasks, starting their business and continuing their career in our society.
- We work in accordance with applicable labour laws and regulations.
- Wherever possible, we employ local community workers.
- We train our staff on the commitment to sustainable business, so they understand and actively engage in the pursuit of our goals.

#### **B.) Local community**

- We are committed to maintaining a close relationship with our local community, ensuring that any outstanding issues related to our business deal with the mutual interest.
- Whenever possible, we buy food and drinks from local suppliers.
- We encourage our staff to volunteer in cleaning the beach and participating in humanitarian actions.
- Part of the revenue generated by our business is divided into humanitarian and environmental programs.

#### **C.) Child Protection**

Children's protection is very important, especially the protection of children from sexual exploitation. We train our staff in the actions they need to take if they suspect that the child is in danger. Personally, as a hotel manager, I take responsibility for protecting children on the premises.

The success of the Medora Auri hotel is reflected in our satisfied guests, motivated employees and the realization of our business goals.

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## ESTABLISHING THE OBJECTIVES OF ENVIRONMENTAL AND SUSTAINABLE BUSINESS IN YEAR 2023

The scope of the hotel business incorporates guest accommodation, entertainment and congress organization, preparation and serving of food and beverages.

The Sustainable Business Policy is published, and all employees are acquainted with it.

Environmental aspects are defined for all work activities based on the procedure "**Identification and assessment of environmental aspects**".

Goals for year 2023 were set as well as programs with defined responsibilities and deadlines for their implementation. Management has provided the necessary resources. Need for training is essential, based on which all workers are educated about the sustainability system and their role and responsibility

The documentation of the Quality Management and Environmental Management System is based on the Quality Policy and the Sustainable Business Policy. Work supervision is performed based on the Operating Instructions, and supervision of the work of suppliers is carried out in such a way that all suppliers whose activity may affect significant aspects of the environment must be familiar with the organization's sustainable business management system.

The records "Supplier Statement" are kept within the documentation of the quality management system and sustainable business. Emergency measures and procedures are implemented based on a written procedure and records are kept of each incident. A periodic emergency response check is provided once a year and is recorded. Nonconformities, observations, and opportunities for improvement are recorded in the action plan, based on corrective and preventive actions that are carried out. In accordance with the Annual Internal Audit Plan for 2023, an internal audit of the SUO was carried out at the Medora Auri Hotel, which included inspection of the economic yard, water treatment, refrigeration, material and energy control, wastewater management, chemical and solid water management, boiler room and kitchen and environmental management system, and tenants. It has been found that the environmental management system needs to be controlled as often as possible, with employee training being used as an extremely effective instrument.

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All the deficiencies mentioned above entered the action plan, after which all necessary measures were taken to remedy the deficiencies observed. Evaluation of compliance with legal and other requirements confirmed compliance with requirements in the areas of waste management, wastewater management, air emissions, energy management and emergency management. An exercise covering the treatment of an environmental emergency was held in Podgora on 20.03 and 27.04.2023.

In 2021 and 2022., it showed that the existing Measures and Emergency Procedures procedure is satisfactory and there is no need for its revision.

Opportunities for improvements in the coming period are further education and training of employees and upgrading the equipment that will contribute to better environmental protection, cooperation with the local community and other parties involved. One of the biggest challenges is to educate and continue to separate waste properly and to raise awareness of everyone involved in eco-friendly work that contributes to the development and sustainability of the entire destination. Since the system is in place, it is necessary to emphasize that all planned goals and programs for quality and environmental protection have been realized by the end of the year 2018, except those which are expected to be continuously improved and controlled. In 2023, Hotel Medora Auri has planned to reduce energy consumption by 20% compared to 2022, gas by 15%, water by 10% and increase the amount of selective waste – in a way that as much waste as possible is separated and properly collected. If we look at the same operational period of hotel openings in 2019 and 2021, electricity consumption is reduced by 63%, compared to the year 2022 - 16,33 kwh versus 11,86 kwh per guest.

Gas consumption is also 15,3% lower than in year 2019. The goal of reducing water consumption of 10% has been achieved and achieved beyond expectations.

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### PLAN FOR 2023

- Promote all policies that represent and relate to overall business and business activities
- Reduce consumption of resources compared to 2022 by 1.5%, water consumption by 5% and mixed waste by an additional 5%
- To continue waste separation and proper storage
- Travellife certificate renewal
- Continuous education of employees on waste management
- Proper management of waste management documentation
- Existence of eco-kit (spill kit at the most frequent places of movement of the vehicle)
- Procurement of new additional waste bins within the hotel premises used by guests  
Further informing workers and guests about the need to save water and energy (posters, stickers, education, etc.)
- Continuous education of employees and raising awareness of sustainable business measures
- Educating the population about employment opportunities in Medora hotels and resorts d.d. through external communication - Open Day for employees, employment brochures, etc.
- Improving employee communication and senior management through joint meetings through boxes for anonymous and non-anonymous questionnaires to the Workers' Council, daily reports, etc.
- Introducing an employee reward system - housekeeping reward and recognition program
- Continuation of the project "Biokovo"
- Encouraging non-discrimination between work colleagues or when hiring
- Conducting an internal quality audit by Vedran Marinović (Resident Manager)

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- Encouragement of cooperation with the local community (vendors, performances, music events, excursions, visits to places of special cultural importance...)
- Redesign and use of the sustainability card given to guests so they are aware of the actions Medora is taking for sustainability
- Educate employees about the importance of protecting children's rights and acting when necessary
- Replacing plastic products wherever possible with products made of renewable materials
- All hygiene supplies and cosmetics are packed in recycled material boxes
- Medora fit program - encouraging employees to use the fitness room in private time - goal; improving the mental and physical health of employees

If we look at the same operating period of hotel openings in 2022 and 2023, electricity consumption is reduced. The reason for this is the higher number guests in the same period, and better management of the facility and the involvement of all employees in controlling the operation of the system.

Table 2. Energy consumption year 2022 - 2023



Energy Management Report

HOTEL "Medora Auri"

Report last updated on: 16.09.2023

Electricity	Occupancy			Totals						Energy Consumption per Guest					
	2021	2022	2023	2021		2022		2023		2021		2022		2023	
				kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR
January	0	0	0	29.119	3.279,69	27.768	2.950,59	22.157	2.794,56	-	-	-	-	-	-
February	0	0	0	38.553	4.146,11	24.423	2.875,67	29.637	3.556,31	-	-	-	-	-	-
March	0	0	0	42.789	5.218,62	57.364	7.184,56	69.551	7.880,11	-	-	-	-	-	-
April	479	11.039	9.541	41.444	4.581,58	167.073	18.801,90	203.660	22.540,07	87	9,56	15	1,70	21	2,36
May	2.337	17.652	21.292	81.941	9.829,24	192.084	21.351,46	232.384	25.521,48	35	4,21	11	1,21	11	1,20
June	17.646	24.291	27.290	221.604	24.513,22	280.778	30.676,41	292.520	31.890,91	13	1,39	12	1,26	11	1,17
July	29.487	31.750	34.275	306.861	32.898,20	316.071	34.251,94	362.949	39.393,76	10	1,12	10	1,08	11	1,15
August	30.738	32.257	33.724	289.316	31.164,77	301.640	32.591,68	350.659	38.346,36	9	1,01	9	1,01	10	1,14
September	19.940	23.295	0	238.126	26.644,55	223.984	25.166,67	0	0,00	12	1,34	10	1,08	-	-
October	7.320	10.737	0	137.003	15.334,97	156.406	19.486,69	0	0,00	19	2,09	15	1,81	-	-
November	0	0	0	34.972	3.982,85	36.012	4.239,43	0	0,00	-	-	-	-	-	-
December	0	0	0	29.760	3.175,32	22.446	342,06	0	0,00	-	-	-	-	-	-
Total	107.947	151.021	126.122	1.491.288	164.769,12	1.806.049	199.919,05	1.563.517	171.923,56	185	20,72	81	9,16	64	7,02

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Table 2. Oil consumption year 2022 - 2023



## Energy Management Report

### HOTEL "Medora Auri"

Report last updated on: 16.09.2023

Fuel Oil	Occupancy			Totals						Oil Consumption per Guest					
	2021	2022	2023	2021		2022		2023		2021		2022		2023	
				kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR
January	0	0	0	0	0,00	0	0,00	0	0,00	-	-	-	-	-	-
February	0	0	0	0	0,00	0	0,00	29.950	2.312,17	-	-	-	-	-	-
March	0	0	0	0	0,00	0	0,00	0	0,00	-	-	-	-	-	-
April	479	11.039	9.541	0	0,00	49.999	4.654,55	0	0,00	-	-	5	0,42	-	-
May	2.337	17.652	21.292	69.670	3.450,85	0	0,00	0	0,00	30	1,48	-	-	-	-
June	17.646	24.291	27.290	69.660	3.716,77	50.139	5.056,38	0	0,00	4	0,21	2	0,21	-	-
July	29.487	31.750	34.275	0	0,00	49.690	5.849,47	0	0,00	0	0,00	2	0,18	-	-
August	30.738	32.257	33.724	0	0,00	49.730	4.663,31	0	0,00	0	0,00	2	0,14	-	-
September	19.940	23.295	0	50.039	2.699,87	50.149	5.013,95	0	0,00	3	0,14	2	0,22	-	-
October	7.320	10.737	0	30.009	1.968,33	29.940	3.261,54	0	0,00	4	0,27	3	0,30	-	-
November	0	0	0	0	0,00	0	0,00	0	0,00	-	-	-	-	-	-
December	0	0	0	57.011	3.215,83	0	0,00	0	0,00	-	-	-	-	-	-
<b>Total</b>	<b>107.947</b>	<b>151.021</b>	<b>126.122</b>	<b>276.390</b>	<b>15.051,65</b>	<b>279.647</b>	<b>28.499,20</b>	<b>29.950</b>	<b>2.312,17</b>	<b>40</b>	<b>2,09</b>	<b>15</b>	<b>1,48</b>	<b>0</b>	<b>0,00</b>

Table 2. Natural Gas consumption year 2022 - 2023

Gas consumption is 15.3% lower than in 2022 for the same operating period. The reasons it is lower is a better management of the system.



## Energy Management Report

### HOTEL "Medora Auri"

Report last updated on: 16.09.2023

Gas	Occupancy			Totals						Natural Consumption per Guest					
	2021	2022	2023	2021		2022		2023		2021		2022		2023	
				kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR	kWh	EUR
January	0	0	0	4.718	212,51	3.347	366,38	3.961	386,86	-	-	-	-	-	-
February	0	0	0	4.687	211,80	2.797	294,95	3.455	299,20	-	-	-	-	-	-
March	0	0	0	4.423	199,71	62.344	6.195,49	2.529	194,38	-	-	-	-	-	-
April	479	11.039	9.541	1.889	85,62	2.164	285,17	46.455	3.640,95	4	0,18	0	0,03	5	0,38
May	2.337	17.652	21.292	1.505	68,24	1.291	152,52	45.261	3.175,76	1	0,03	0	0,01	2	0,15
June	17.646	24.291	27.290	39.354	2.282,71	37.996	3.821,24	45.080	2.937,33	2	0,13	2	0,16	2	0,11
July	29.487	31.750	34.275	38.905	2.546,02	25.797	2.538,12	46.294	3.516,37	1	0,09	1	0,08	1	0,10
August	30.738	32.257	33.724	38.567	2.618,06	38.998	3.537,10	44.998	3.584,34	1	0,09	1	0,11	1	0,11
September	19.940	23.295	0	51.371	3.556,02	51.757	4.612,02	0	0,00	3	0,18	2	0,20	-	-
October	7.320	10.737	0	38.460	3.089,79	1.080	115,16	0	0,00	5	0,42	0	0,01	-	-
November	0	0	0	1.754	74,00	3.109	385,55	0	0,00	-	-	-	-	-	-
December	0	0	0	5.591	685,54	3.088	455,04	0	0,00	-	-	-	-	-	-
<b>Total</b>	<b>107.947</b>	<b>151.021</b>	<b>126.122</b>	<b>231.223</b>	<b>15.630,02</b>	<b>233.769</b>	<b>22.758,73</b>	<b>238.033</b>	<b>17.735,19</b>	<b>17</b>	<b>1,11</b>	<b>6</b>	<b>0,59</b>	<b>11</b>	<b>0,85</b>

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Table 3. Water consumption year 2022 – 2023

Energy Management Report  
 Property Name: MEDORAHOTELTURIZMA D.O.O. Report for updated on: 11.06.2023  
 Please ensure that the data is correct for all energy systems in the building. If you are not sure, please contact the energy manager. Do not enter values for systems that are not included in the building. Do not enter values for systems that are not included in the building.

**Total Water Consumption**

Category	2021												2022												2023												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Water	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000

**Water Consumption by Guest Night**

Category	2021												2022												2023												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Water	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Calculations**

Water	Guests	Unit of Measurement	Conversion Factor	Calculation
1000	1000	m <sup>3</sup>	1.00	1000 / 1000 = 1.00
1000	1000	l	1.00	1000 / 1000 = 1.00

To convert to kWh: amount of fuel x kWh conversion factor. For example: 2 liter of diesel x kWh conversion factor of 10.00 = 20.00 kWh from diesel  
 To convert to CO<sub>2</sub>e: amount of fuel x CO<sub>2</sub>e conversion factor. For example: 2 liter of diesel x CO<sub>2</sub>e conversion factor of 2.679 = 5.358 kg CO<sub>2</sub>e

year	m3/guest/day	Hrk/day
2021.	0,29 m3/guest/day	3,67 hrk/guest/day
2022.	0,21 m3/guest/day	3,46 hrk/guest/day
2023.	0,19 m3/guest/day	3,12 hrk/guest/day

The goal of reducing water consumption by 10% has been reached. The reasons for the same can be explained

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Table 4. Waste management year 2022 - 2023

Hazardous Substance Register											
Property Name: MEDORA HOTEL I LIETOVALIŠTA D.D. Department: Auri Hotel and Orbis Camp Completed by: Krunoslav Rogošić Date: 15.09.2023 Please ensure that you provide details of ALL hazardous or harmful substances. This could include chemicals, refrigerants, paints, lightbulbs, toners, glues and batteries.											
Name of substance	Manufacturer/Brand name	Use/Purpose	Estimated amount used per year	Storage Requirements	much is stored on-site	Personal Protective Equipment	Required Documentation	Hazard to health and/or environment	Actions taken to minimise risk	Legal requirements for disposal	Disposal method used
(e.g. batteries or chlorine)	(e.g. Ewosday or ABC Pools)	(e.g. pool cleaning, oven cleaning, sealing, etc.)	(from usage report)	(e.g. in spill tray, separate from other chemicals, in locked cupboard, seal container)	(quantity available onsite whether in stock or stored)	(based on manufacturer instructions, law or internal policy)	(e.g. incident reports, instructions)	(Low, Medium or High - You can find this information on the MSDS sheet)	(e.g. automatic dosage, training etc.)	(consider local, national, international and industry standards, also see Foot)	(e.g. the steps you take to dispose or recycle)
Toners	M.C.T. PROM D.O.O. tropsna i usluge Mirna	Office usage	120	-	41	Internal policy	Instructions	Low	Training	Local	Local specialized companies/vend
Chemicals	Aica, Europapier, Jero	Pool cleaning, oven, sealing leaks	15000	In locked cupboard	6773.99	based on manufacturer instructions	Instructions	Low	Automatic dosage	Local	Local specialized companies/vend
Batteries	Atlantic trade, Kingtrade	Office usage	320	Office ICT	286	based on manufacturer instructions	Instructions	Low	Training	Local	Local specialized companies/vend
Paints	Merlin company	Office usage	90	Separate from other chemicals	76	based on manufacturer instructions	Instructions	Low	Automatic dosage	Local	Local specialized companies/vend
Lightbulbs	Kingtrade, Elektromilas	Office usage	29	Office	29	based on manufacturer instructions	Instructions	Low	Training	Local	Local specialized companies/vend

From the waste table above compared to 2022, it is obvious that the Medora Auri Hotel increased the quantities of selective waste in 2023 which means that it increased awareness and organized better separation of waste. It is obvious to see from the table that we significantly reduced the amount of paper waste.

Employees within the department are much better educated about the importance of collecting and separating waste.

There is no plastic packaging in the form of bottles as they are returned to the supplier.

Although the quantities of mixed waste are always the same - this is not the case, but the Utility company Podgora charges hotel according to the square footage of the facility, regardless of the amount of container emptying.

The plan for 2023 include the following:

- To expand the quantities of selective waste
- Continue employee education
- Continue to use returnable packaging for fruits and vegetables
- Replace plastic straws with biodegradable materials and completely dispose of plastics wherever possible

*Touch the sea, hug the mountain.*

Medora Hotels and Resorts d.d., Mrkušića dvori 2, 21327 Podgora, Croatia  
 PHONE: +385 (0)21 601 700 • FAX: +385 (0)21 625 311 • info@medorahotels.com • www.medorahotels.com  
 IBAN: HR7124810001127002059 • SWIFT-BIC: KREZHR2X • IBAN: HR1723600001101605590 • SWIFT-BIC: ZABAHR2X  
 PIN/OIB: 90637704245 • MBS: 060008652 at the Commercial Court in Split • CAPITAL STOCK: 78.962.500,00 HRK paid entirely  
 DIRECTOR: Tihomir Antunović • PRESIDENT OF THE SUPERVISORY BOARD: Doc. Dr. Sc. Emil Mihalina



MEDORA  
HOTELS & RESORTS

## LOCAL COMMUNITY RELATIONS REPORT

In accordance with the Procurement policy, we buy local products and use local services whenever possible and encourage and promote local heritage by offering authentic excursions, experiences to our guests.

Medora Hotels & Resorts d.d. in various ways participates in grants and sponsorships and activities of various local associations.

The share of local hotel staff has unfortunately decreased by 7% over the last 2 years, because lot of quality workers left Croatia to a foreign country.

Table 5. Share of local employees in Medora Auri Hotel

The evening animation program is fully performed by local musicians (T&T, Sunrise duo, local performance artists, etc.)

Together with the Tourist Board, we organize traditional fishing evenings, promotions of local products, performances of folklore performers as part of the Cultural Cast.

Together with the Tourist Board, we organize a promotion of local products at the fair on Plateau Medora and a traditional fishing evening.

15.08.2023

Local employees	64
Non Local employees	89
Total number of employees	153
% of local people	42%

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## LABOR RELATIONS REPORT

In 2023, we continued with the Corporate Culture Project, which was attended by all Medora Auri employees (managers, permanent and seasonal employees). The test was conducted based on seven criteria, namely: job organization, management, education, attitude towards the employer, career opportunities, salary, and life balance - work. In an anonymous survey, the return of the survey was 81% of the total number of employees. The overall level of employee satisfaction at Hotel Medora Auri is 3.4 (managers - 4.1; permanent employees - 3.8; seasonal employees - 3.3), which is a + 1 point compared to 2018.

The goal in 2023 is to encourage employees even more to participate in the project, to have a clearer picture about employee satisfaction. We also aim to increase employee satisfaction by rating 3.8 by investing in professional employee development, developing new rewards programs, early hiring for longer operational work, and retaining quality employees.

## CHILD CARE REPORT

In the period of the sustainability report, a procedure for the protection of children was made and fully implemented and emphasized by the Company as an important part of understanding the seriousness of the protection of children's rights.

There have been no cases of child abuse or threats to children since the start of the Medora Auri Hotel.

All employees of the hotel have received child protection training and are regularly reminded of the importance of childcare.

The training was conducted by the HOD's. Through education, we enable the development and maintenance of specific competences in the field of protection of children from abuse and neglect.

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#### **ASSESSMENT OF COMPLIANCE WITH LEGAL AND OTHER REQUIREMENTS**

An assessment of compliance obligations related to food, environmental, occupational safety, fire safety, security, finance and accounting, labour and human rights, general law and internal acts, and the updating of permits and licenses were carried out.

The conformity assessment showed that there were no non-conformities and that the Medora Auri hotel meets all the prescribed requirements and those additional requirements that we have decided to apply that relate to the previously mentioned areas.

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