

LABRANDA Riviera Hotel & Spa Sustainability Report and Commitments

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The LABRANDA Riviera Hotel & Spa strives to embrace sustainability elements into our business operation while delivering the best hospitality and services to our guests. We are proud to be certified by Travelife, an international company that recognizes the accommodation sustainability initiatives in the areas of environment, society and governance. The hotel continuously improves and develops new programs to enhance a positive environmental management, fair labour practices, human rights and community support. Through many impactful initiatives, we ensure that we treat our environment, people and community with respect and continuously find ways to improve the key indicators for the better future.

Please learn below more about our sustainability commitments, goals and progress.
Together we care!

July 2023 Sustainability Initiative Report

Introduction

Our main goal is to provide the best accommodation experience to our guests, satisfy all their needs whilst staying close, and keep a fair relationship with all of our employees and the local community.

The protection of the local environment, the landscape and our local tradition play a big part in our way to achieve our main goals.

According to The United Nations' definition of sustainability, three individual dimensions compare work together towards forming a sustainable policy. These are:

- **The environmental dimension** – planet: the way in which measures specific to improving the environmental impact of the processes and products of the company are regulated and executed.
- **The social dimension** – people: the way in which social equity and corporate governance are defined and followed within the company.
- **The economic dimension** – profit: the way in which the company organises its position in the marketplace to actively develop its sustainable profile by using its economic stability and profitability for continuous improvement.

LABRANDA Riviera Hotel & Spa | Marfa Bay | I/o Mellieha | MLH 9069 | Malta
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In short, awareness was created in 2021, followed by more intense implementation and training ensuring we all work together for a greener future in 2022, 2023 and beyond.

Guidelines

We Do Local: We do local is a philosophy under which our company operates:

- By spreading the local customs & traditions
- By introducing local cuisine
- By supporting local producers
- With respect to the environment and sustainability
- By supporting the local workforce where possible

Energy and water savings measures

- Water efficient filters and mixing taps in most bathrooms
- Automatic irrigation systems in all our garden areas
- Water is obtained by the desalination of sea water
- Energy efficient light bulbs in all public areas and most guest rooms (LED bulbs)
- The watering of our gardens take place late in the evening to prevent water waste
- Every new equipment purchased is checked to be energy efficient
- Most rooms operate only when the doors are close, and lights switch off after 40 minutes of inactivity.
- Regular maintenance & training on the equipment at the beginning of each season towards efficient energy use
- Information towards guests in order to save water/energy

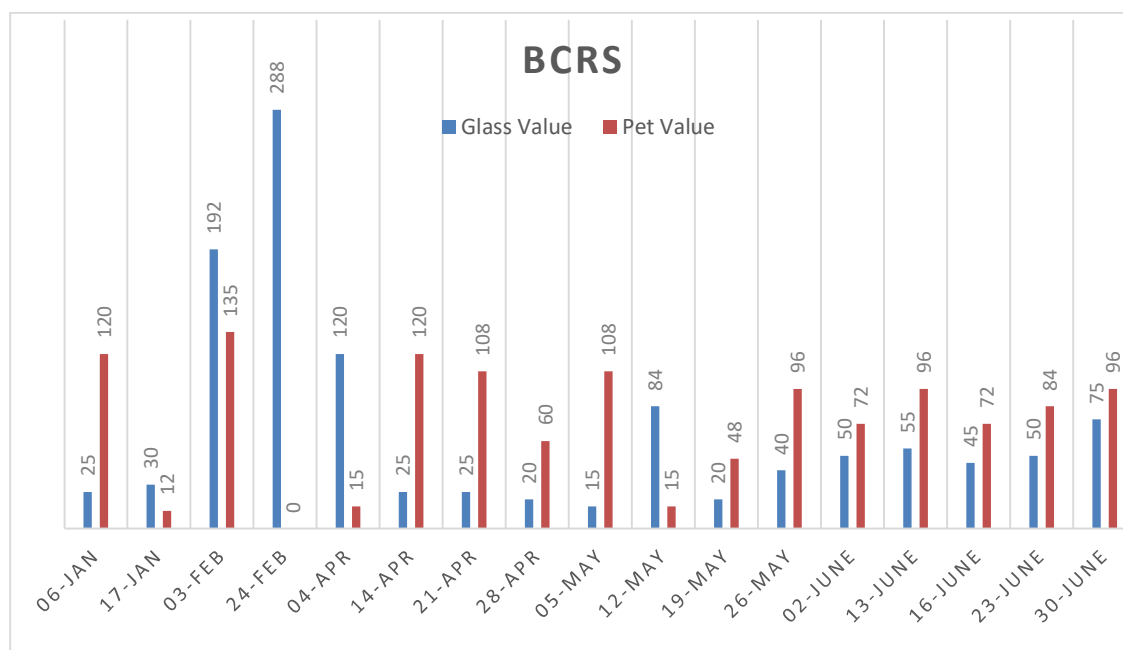
Waste production and recycling.

The waste production and management is one of the most important environment protection procedures followed during the operation of our the LABRANDA Riviera Hotel and Spa. With this in mind, we educate all our staff members regularly about the procedure which has to be followed regarding the waste produced, the separation of each waste and the recycling. As We are informing our staff regularly and will do full PPP trainings in a calmer time during the year and in smaller groups.

Waste management and recycling.

- Used oil & fats are collected
- Recycle bins for the recycling of batteries, plastic, glass, and paper
- Undertake efforts to limit the use of disposable products
- Order in bulk where is possible
- Choose returnable glass – bottles filled by filter water wherever available
- BCRS returnable plastic and glass bottles were initiated by the Government in January 2023 with each bottle representing a €0.10 value

This system was introduced by the Government, having a non-profit organisation ensure that all consumers in Malta collect plastic, aluminium and glass bottles that fall within this scheme to minimise the adverse effects on our environment.



Chemical management

- Apply environmental criteria when purchasing cleaning agents
- Use of chemicals is limited and used only where is necessary and domestic chemicals are used where possible
- Use of local plants in the garden that need less water and are more resistant to the local climate
- Minimize the chemical usage for housekeeping
- Use the minimum amount of chemicals and other substances for the daily control of the swimming pools

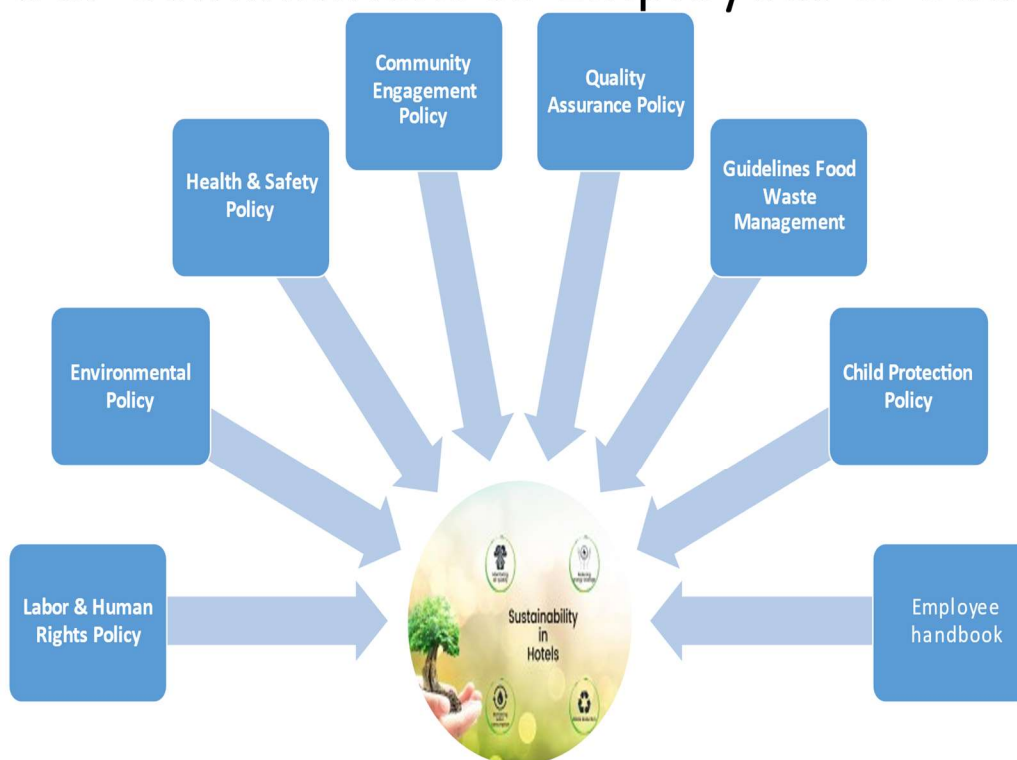
Management and staff

- Environmental policy in place
- Regular training about efficient usage of energy
- Regular updating of all talents about all the different aspect relating to H&S as well as all different aspects of working in the Hotel

Implementation 2023

At least 60 to 80% of our employees are regularly informed about our commitment to a more sustainable future.

Our Commitment to Employees & Guests



We encourage our guests, staff, and visitors to report their own concerns about child exploitation and abuse to the local police by calling 195 or reporting directly to the police station located at Mellieha Tel 21523457. A policy of always reporting suspected instances of child exploitation and abuse to the police is in place and displayed at public areas in the hotel.

About our environment

LABRANDA Riviera Hotel and Spa follows the best of practices and keeps high levels of environmental consciousness, always focusing on the environmental and landscape protection. The hotel takes specific action in order to contribute to the protection of the environment and the areas that surround the hotel.

Green Room Introduction.

In June 2023 because of World Environmental Day, we introduced our green month programme. This allows the guest to opt out of having their room daily cleaned, and in this way help us in our commitment of using less chemicals that otherwise would end up in our environment. We will commit ourselves to do this yearly to support the area around the hotel. Furthermore, we collect donations for the Kitty Garden for strays on a continues basis, collecting €3170.50 since September 2022. Reducing significantly the stray cats roaming freely on the streets.

If you would like to donate to this important community project, you will find a donation box on the reception desk.



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March 2023 Water Dispenser Installation directly from RO

More and more people have switched to a reusable water bottle, due to the increased awareness on biodegradability and the effect of plastics on our environment.

To promote the use of reusable water bottles, coupled with the fact that our R/O plant is certified for human consumption, we came up with the idea of installing a water dispenser on every floor to be accessed by our guests in a convenient manner at any time of day.

Furthermore, such water dispensers will also promote our eco certification to further promote our eco campaign. Moreover, this is also more cost effective as it will eliminate approximately 200k complimentary plastic bottles that guests consume in their rooms.

We will also install different units at our back of house operations, which will replace the current third party contracted water dispensers that use a 20 litres bottle.

The installation of both front and back of house dispensers amounts to a total savings of €47600 per year. (This includes the installation for both front and back of house dispensers.)



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Employees

Most employees are not Maltese but where possible we try to hire local talent. Unfortunately, due to Malta being a small island and the way that the Authorities promote the island, we are finding it more and more difficult to hire local talent.

LABRANDA Riviera hotel & Spa 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.

All our employees are adults and insured according to local regulations. All the staff have the right to meet the hotel management with any job-related issues that they might have.

LABRANDA Riviera Hotel and Spa participates in the government educational programs which are mainly organised by the MTA and which are dedicated to tourism employees. Every winter all staff members (anyone of the staff of our hotel) can take part in (at) these programs, to improve their skills and thus can improve their knowledge.

A newly refurbished canteen has also been set-up especially for our employees to enable them to enjoy a comfortable break and have a place to enjoy each other's company. Moreover, the canteen is now providing a vaster choice of food and improvement in its preparation.



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Local Community and Tradition

In 2023 we invited 10 children from the Richmond Foundation and their carers for an afternoon at the pool including lunch. In the coming years more focus will be on these kind of community programmes.

At the beginning of the summer season, most of the surrounding area of the Hotel's building has been cleaned up in preparation to our guests' arrival.

Moreover, we promote local beverages, including wine, and local food in all our restaurants and bars.

Awards Obtained in 2022 (renewal in 2024)

Travelife is an international certification scheme for hotels and accommodations that helps them improve their management of environmental and social impacts, such as the way they handle energy or water consumption and their treatment of employees and the local community where they operate.

The economic dimension| LABRANDA Riviera Hotel and Spa

LABRANDA Riviera Hotel and Spa focuses on the local and regional economy by following specific actions during its operations, e.g.

- Local suppliers for our food and beverage outlets.
- Research and Investment in local area

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.

As part of our commitment, in 2024 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 also committed to reducing our greenhouse gas emissions and to protecting and supporting biodiversity. Further commitments are in place to reduce our greenhouse gas emissions and to protect and support biodiversity

We know that there is more work to for us to do and in 2026 we are implementing a number of new initiatives throughout our operation to help us achieve our 2030 goal.

Our progress towards our sustainability goals so far.

Limit plastic waste.

One goal that we had set was to utilize more water from the RO System, besides the dispensers on the floor that were in place in 2023. We managed to install further dispensers into the Canteen, Main Restaurant, Reception, Front office and Gym this all contributing that we order less water, no more plastic bottles for the guest, but also less 25L and glass bottles. All plastic bottles purchased are returned via the BCRS system. Basically, reducing our plastic waste stream to the bare minimum.

Information has been sent to all suppliers about our commitments and when delivering items to the hotel they are requested to work with us for a more sustainable future.

We are continuously looking at our results and where possible will try to improve our operations. Presently we are seeing improvements compared with the Covid year of 2022.

We are pleased to see that we can reduce our emissions and reduce our carbon footprint. This should all result in a reduction of 10% by 2026.

In line with our commitment to continuous improvement, we welcome feedback from our guests, community, and talents concerning our ongoing efforts to enhance our environmental and social impact, including suggestions about how we can improve. Please feel free to share your comments and ideas with us by emailing on info.rivierahotel@labranda.com

LABRANDA Riviera Hotel & Spa is committed to achieve our sustainability commitments and goals, while inviting you to support us in realizing them.

Shawn Muscat,

General Manager

LABRANDA Riviera Hotel & Spa