SUSTAINABILITY REPORT

2017- 2018

We work every day so that our hotel is becoming more responsible with the environment and the community.

ENVIRONMENTAL RESPONSIBILITY:

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

1) SAVING WATER

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

Water (L per guest night)

2017– 0,77 2018 – 0,96

2) WASTE MANAGEMENT

We reduce the amount of waste our activity generates as far as possible and manage it responsibly separating the waste in order to be recycled and treated.

2017 – 0,05 2018 – 0,03

3) SAVING ENERGY

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

Energy (kWh per guest night)

2017 – 13,20 2018 – 10,99

4) C02 EMISSIONS REDUCTION

New energy saving measures helps us to be more efficient

SOCIAL RESPONSIBILITY

Royal Sun's 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

1) COSTUMER SATISFACTION: In order to succeed in business we strive for maximum satisfaction of the guests. Under the tenth chart, the ratings are:

2017 – 8,82 2018 – 7,74

2) COMMITMENT TO THE LOCAL COMMUNITY: We are integrating with the community of the places where we operate, contributing to its improvement and enhanced well-being through social projects and generating development opportunities.

Article from 26.06.2017

Galaxy Investment Group hosted a Cultural Heritage Forum "Industrial Archeology" organized by the Plovdiv 2019 Foundation,

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Article from 20.03.2017

Galaxy Investment Group hosted a seminar on "Opportunities for Small and Medium Enterprises - Financing and Employment"

Article from 14.05.2018

The German-Bulgarian Chamber of Industry and Commerce (GBITC) organizes a business breakfast on the topic "Business and Local Government" with the Galaxy Investment Group

	2017 - Sponsorship
1	Sponsorship for organizing a day of German unity in Plovdiv 5.10.2017
2	Donation to Stoil Kutsev - Daskalla Foundation
	2018 - Sponsorship
1	The German-Bulgarian Chamber of Industry and Commerce (GBITC) organizes a business breakfast on the topic "Business and Local Government" with the Galaxy Investment Group

1) PROTECT CHILDREN: We are aware that Commercial Sexual Exploitation of minors throughout the world is an issue which involves the tourism industry. Through adherence to the ECPAT code we are committed to complying with the criteria of the code with actions and good practices aimed at eradicating the problem.

2) HEALTH AND SAFETY: We understand that it is essential to ensure safety and health in all service processes and for that we protect customers and employees to potential hazards

3) HUMAN RESOURCE –We encourage the professional development of our employees. We are working on well-established selection procedures, providing equal opportunities for all.

2017 – 23,58 2018 – 31,50

	2017	2018
STAFF	23,58%	31,50%
TEMPORARY STAFF	46,28%	31,74%
STANDING STAFF	53,72%	69,31%
MALE/ FEMALE	43% 57%	41%/ 59%
FEMALE MANAGERS	100%	100%

Our primary goal is to minimize harmful impacts on each of the indicators.

The goals are to keep the values on the different indicators close to those of the previous years and we strive to reduce them by at least 1-2% annually.

Actions and methods:

<u>Electricity:</u>
- **Using energy-saving and ice lighting**
- **Outdoor lighting - adjustable with clock - automatic system**
- **Monitoring and adjustment of the air conditioning temperature in common areas**
- **Periodic technical checks to identify possible equipment damage to minimize electricity costs**
- **Staff training**
- **Monthly reporting and data analysis**

<u>Water:</u>
- **Buttons for lower pressure in sanitary units**
- **Towels and underwear change every 3 days**
- **Guests are advised to use the towels again and save water**
- **Regular water reading**

Garbage:
- We buy in large packs whenever possible
- We have baskets for separate collection
- We use scrap rags

Dangerous preparations:
- Staff are trained to work with them
- The goal of no spills and incidents is fulfilled

Purchases:
- We are basically trying to use local suppliers to reduce CO2 emissions from transporting goods outside the country

Local community:
- We hire people from the local community
- If possible, donations are made to support the local community

Human resources:
- Appoint employees regardless of gender, race, religion, etc.
- Appoint people according to the minimum legal age
- All new employees get acquainted with the company's policies and procedures
- We are trying to redeploy employees with whom we have worked

Health and safety:
- We follow health and safety policy
- There are trainings

Preservation of children:
- We're following the child protection policy
- No cases of violence have been reported, which remains our future goal

The data for all indicators are calculated based on occupancy of the hotel base for the months from May to September in relation to the specifics of the building.

Date:28/11/2018