



Annual Sustainability Assessment Report 2025

Tiara Beach Hotel – Sunny Beach, Bulgaria

Reporting Period: 1 January 2025 – 31 December 2025

1. Executive Summary

Tiara Beach Hotel continued to strengthen its commitment to sustainable tourism throughout 2025 by implementing environmental, social and operational measures aimed at reducing its environmental impact while maintaining a high standard of guest satisfaction.

During the reporting period, the hotel focused on improving operational efficiency, monitoring environmental performance and promoting responsible resource management. Monthly monitoring of energy, water, waste generation and greenhouse gas emissions enabled management to identify improvement opportunities and implement corrective actions where necessary.

Compared with the previous reporting year, the hotel achieved a significant reduction in overall greenhouse gas emissions while accommodating a higher number of guest nights. This demonstrates improved environmental efficiency despite increased operational activity.

Energy consumption decreased considerably due to improved operational control and continuous monitoring of consumption across all departments. Carbon emissions associated with electricity consumption also declined, contributing to a lower overall carbon footprint.

Water consumption increased during 2025 and therefore remains one of the main environmental priorities for future improvement. The increase is primarily associated with the higher occupancy level, extended operation of swimming pools and water attractions during the summer season, and exceptionally hot weather conditions experienced throughout the destination.

Waste management continued to improve through waste separation, recycling initiatives and staff awareness programmes. The hotel remains committed to reducing landfill waste and increasing recycling rates in cooperation with authorised waste management companies.

Throughout 2025, Tiara Beach Hotel maintained its commitment to compliance with Bulgarian legislation, Travelife sustainability requirements and its own Environmental Management System. Employees participated in regular sustainability training, while guests were encouraged to support environmental initiatives through towel and linen reuse programmes, energy-saving practices and responsible waste disposal.

The hotel also continued supporting the local economy by employing local staff whenever possible, cooperating with regional suppliers and promoting Bulgarian products and cultural heritage through its food and entertainment programme.

Overall, the environmental performance achieved during 2025 confirms that Tiara Beach Hotel continues to move towards more sustainable operations while recognising the need for continuous improvement in water management, renewable energy implementation and further reduction of greenhouse gas emissions.

2. About Tiara Beach Hotel

Tiara Beach Hotel is a four-star all-inclusive family resort situated in Sunny Beach, Bulgaria, one of the country's largest and most popular seaside destinations. Since opening in 2003, the hotel has established itself as a preferred destination for families seeking high-quality accommodation combined with extensive leisure facilities.

The hotel is owned and operated by EPOS Ltd., a Bulgarian company with more than two decades of experience in the hospitality sector. The management philosophy is based on continuous improvement, responsible business practices and long-term sustainable development.

The hotel offers 328 guest rooms together with a wide range of facilities including:

- Main Restaurant



- Lobby Bar
- Pool Bar
- Snack Restaurant
- Spa Centre
- Outdoor swimming pools
- Children's Mini Water Park
- Kids Club (4–12 years)
- Daily entertainment programme
- Sports and recreational facilities

Operating under an All Inclusive concept, Tiara Beach Hotel welcomes guests from numerous international markets, with the United Kingdom, Germany, Poland, Romania and Bulgaria representing the largest source markets.

The hotel employs approximately 40 permanent employees and around 120 seasonal employees during the summer season. More than 70% of seasonal employees return each year, demonstrating high staff retention and contributing to consistent service quality.

3. Our Mission

Our mission is to provide memorable holiday experiences while operating in a socially responsible, environmentally sustainable and economically viable manner.

We are committed to continuously improving the quality of our services, complying with all applicable legislation and exceeding guest expectations through responsible management practices. Sustainability is integrated into every aspect of our business and forms an essential part of our long-term development strategy.

Our objective is to minimise the environmental impact of our operations while creating value for our guests, employees, business partners and the local community.

4. Sustainability Vision

Tiara Beach Hotel believes that sustainable tourism is essential for protecting natural resources, preserving cultural heritage and ensuring long-term economic prosperity.

Our sustainability strategy is based on five fundamental principles:

- Protection of natural resources.
- Continuous reduction of greenhouse gas emissions.
- Responsible consumption of energy and water.
- Effective waste management and pollution prevention.
- Active involvement of employees, guests and local stakeholders.

We recognise that sustainability is an ongoing process requiring regular monitoring, measurable objectives and continuous improvement.

Executive Summary

During 2025, Tiara Beach Hotel continued to implement its sustainability management programme in accordance with Travelife principles, focusing on improving environmental performance, responsible resource management, employee engagement and cooperation with the local community.

The 2025 sustainability assessment demonstrates improved environmental performance compared with 2024. Despite an increase in guest nights, the hotel achieved a reduction in total energy consumption



and greenhouse gas emissions. The reduction in emissions intensity per guest night confirms improved operational efficiency.

The main environmental priorities remain efficient water management, further improvement of waste separation and recycling practices, and continued monitoring of energy performance.

Key Sustainability Indicators 2025

Indicator	2025 Result
Total energy consumption	1,326,505.74 kWh
Water consumption	25,362 m ³
Solid waste generated	33,690 kg
Total emissions	339,351.60 kg CO ₂ e
Guest nights	96,238
Emissions per guest night	3.53 kg CO ₂ e

1. Sustainability Management System

Tiara Beach Hotel maintains a structured sustainability management approach involving hotel management and representatives from key operational departments, including Accommodation, Food & Beverage, Maintenance, Housekeeping and Human Resources.

The hotel regularly monitors sustainability indicators including:

- Electricity consumption;
- Water consumption;
- Waste generation;
- Guest nights;
- Greenhouse gas emissions;
- Operational improvements and maintenance activities.

Annual performance reviews are conducted to identify improvement opportunities and establish measurable objectives for the following year.

The sustainability programme is based on the following principles:

- Efficient use of natural resources;
- Reduction of greenhouse gas emissions;
- Prevention and reduction of waste;
- Protection of the surrounding environment;
- Employee involvement and training;
- Guest awareness and responsible tourism practices.

2. Energy Management and Climate Change (Travelife A18)



Energy management remains one of the main priorities of Tiara Beach Hotel's sustainability programme. In 2025, total energy consumption was reduced to **1,326,505.74 kWh**, demonstrating improved operational efficiency compared with the previous reporting period.

The reduction was achieved through:

- Continuous monitoring of energy consumption;
- Regular maintenance of technical equipment;
- Efficient operational management during the season;
- Optimisation of hotel facilities according to occupancy levels.

The hotel continues to monitor energy consumption per guest night as a key performance indicator.

The 2025 result:

13.79 kWh per guest night

shows improved efficiency compared with previous years.

Future improvement actions include:

- Evaluation of renewable energy opportunities, including photovoltaic systems;
- Further optimisation of HVAC operation;
- Replacement of older equipment with energy-efficient alternatives where feasible;
- Monthly monitoring of consumption trends.

The long-term objective remains reducing energy consumption and carbon emissions while maintaining guest comfort and service quality.

3. Greenhouse Gas Emissions Performance

During 2025, Tiara Beach Hotel achieved a reduction in total greenhouse gas emissions.

Total emissions:

339,351.60 kg CO₂e

The emissions intensity was:

3.53 kg CO₂e per guest night

This represents improved carbon efficiency despite higher occupancy levels.

The hotel will continue to focus on:

- Reducing energy-related emissions;
- Increasing energy efficiency;
- Monitoring environmental performance indicators;
- Supporting responsible tourism practices.

4. Water Management (Travelife A20)

Water management remains an important sustainability priority.

Total water consumption in 2025 was:

25,362 m³

The increase in water consumption compared with the previous year requires additional attention and monitoring.

The hotel will implement further measures during 2026, including:

- Improved monitoring of water consumption by department;
- Identification of areas with higher consumption;
- Preventive maintenance to avoid leaks;
- Guest communication encouraging responsible water use;
- Review of opportunities for water-saving equipment.



The objective for 2026 is to achieve a minimum **10% reduction in water consumption** through operational improvements and increased awareness.

5. Waste Management

In 2025, Tiara Beach Hotel generated:

33,690 kg of solid waste

Waste management practices include:

- Monitoring of waste quantities;
- Separation of waste streams where possible;
- Cooperation with licensed waste collection companies;
- Employee awareness regarding waste prevention.

Future actions include:

- Increasing waste separation performance;
- Reducing food waste through better monitoring;
- Improving staff training on waste prevention;
- Increasing recycling opportunities.

Sustainability Objectives 2026

The main objectives for 2026 are:

1. Reduce water consumption by at least 10%;
2. Continue reducing energy consumption per guest night;
3. Improve waste separation and recycling performance;
4. Increase sustainability training for employees;
5. Improve guest communication regarding sustainable practices;
6. Continue monthly monitoring of key environmental indicators.

Tiara Beach Hotel remains committed to continuous improvement and responsible tourism development in line with Travelife sustainability principles.

6. Pollution Prevention and Environmental Protection (Travelife B2)

Tiara Beach Hotel recognises the importance of preventing pollution and reducing negative impacts from its daily operations.

The hotel applies responsible practices for the management and use of:

- Cleaning chemicals;
- Maintenance products;
- Refrigerants;
- Waste materials;
- Packaging materials.

All chemicals used within the hotel are managed according to manufacturer instructions and safety requirements. Staff members receive guidance on correct dosage, storage and safe handling in order to minimise unnecessary consumption and reduce environmental impact.

The hotel continues to improve chemical management through:

- Controlled purchasing procedures;
- Use of dosing systems where applicable;
- Preference for environmentally responsible products when available;



- Regular staff awareness and training.

Maintenance activities are planned preventively in order to reduce risks of leaks, equipment failures and unnecessary consumption of resources.

The hotel maintains appropriate procedures for handling technical equipment, including refrigeration and air-conditioning systems, to minimise emissions and ensure safe operation.

Future improvement actions:

- Review opportunities to introduce more environmentally certified cleaning products;
- Continue monitoring chemical consumption;
- Improve documentation of environmental maintenance activities.

7. Biodiversity Protection and Nature Conservation (Travelife A19 / B3)

Tiara Beach Hotel recognises that tourism activities should contribute to the protection of the natural environment and local biodiversity.

The hotel is located in Sunny Beach, Bulgaria, in close proximity to the Black Sea coastal ecosystem. The hotel supports responsible tourism practices aimed at reducing pressure on the surrounding environment.

Actions implemented include:

- Maintaining green areas within the hotel property;
- Responsible management of water resources;
- Prevention of littering and pollution;
- Proper waste collection and disposal;
- Raising awareness among employees and guests regarding environmental protection.

The hotel encourages guests to respect the natural environment by providing information about responsible behaviour, including:

- Avoiding waste generation;
- Protecting local flora and fauna;
- Responsible use of natural resources;
- Respecting protected areas and coastal environments.

8. Wildlife Conservation (Travelife B4)

Tiara Beach Hotel supports the protection of wildlife by avoiding activities that may negatively affect animals or natural habitats.

The hotel does not participate in or promote:

- Activities involving captive wildlife for entertainment;
- Purchase or sale of products made from protected species;
- Practices causing harm to animals.

Employees are informed about responsible tourism principles and the importance of protecting local ecosystems.

Future actions include:

- Increasing guest information regarding local biodiversity;
- Supporting environmental awareness initiatives;
- Strengthening cooperation with local environmental organisations where appropriate.

9. Employee Management and Social Responsibility



Employees are a key part of Tiara Beach Hotel's sustainability approach.

The hotel provides employment opportunities for local and seasonal workers, supporting the regional tourism economy.

The workforce includes approximately:

- 40 permanent employees throughout the year;
- Around 120 seasonal employees during the summer season.

The hotel values employee retention and experience, with a significant proportion of seasonal employees returning each year.

The company is committed to:

- Fair employment practices;
- Safe and healthy working conditions;
- Respectful workplace relationships;
- Equal opportunities;
- Professional development.

10. Employee Training and Awareness

Employee awareness is essential for successful implementation of sustainability practices.

Training and communication activities include:

- Correct waste separation procedures;
- Efficient use of energy and water;
- Safe use of chemicals;
- Hygiene and food safety requirements;
- Responsible behaviour towards guests and the environment.

Department managers are responsible for ensuring that employees understand sustainability requirements relevant to their daily tasks.

Future objectives:

- Expand sustainability training programmes;
- Include sustainability topics in employee induction;
- Encourage employees to propose environmental improvement ideas.

11. Health, Safety and Wellbeing

Tiara Beach Hotel maintains procedures to ensure the health and safety of guests and employees.

The hotel regularly monitors:

- Workplace safety conditions;
- Technical equipment operation;
- Fire safety requirements;
- Food safety procedures;
- Emergency preparedness.

Preventive maintenance and regular inspections are performed to minimise risks and ensure safe operation of hotel facilities.

The hotel continues to improve safety awareness through employee instructions and operational procedures.

12. Community Engagement and Local Contribution (Travelife A23 / C1)

Tiara Beach Hotel recognises its responsibility towards the local community and the importance of supporting sustainable tourism development in the region.

The hotel contributes to the local economy through:

- Providing employment opportunities;



- Cooperating with local suppliers where possible;
- Supporting local businesses and services;
- Creating positive economic benefits from tourism activities.

The hotel prioritises cooperation with Bulgarian suppliers and service providers whenever quality and availability allow.

Future community engagement objectives include:

- Strengthening cooperation with local organisations;
- Supporting community initiatives;
- Increasing awareness among guests about local culture and environmental protection.

13. Guest Communication and Sustainability Awareness

Guests play an important role in achieving sustainability objectives.

Tiara Beach Hotel communicates responsible tourism practices through information provided during the guest stay.

Guests are encouraged to:

- Save water and energy;
- Avoid unnecessary towel replacement;
- Separate waste where facilities are available;
- Respect the surrounding natural environment;
- Support local culture and businesses.

The hotel will continue improving sustainability communication through:

- Guest information materials;
- Digital communication channels;
- Staff interaction with guests.

Conclusion

The 2025 sustainability assessment demonstrates Tiara Beach Hotel's continued commitment to responsible tourism management.

The hotel achieved improvements in energy efficiency and carbon performance while identifying water consumption as a priority area for future action.

Through continuous monitoring, employee involvement, guest awareness and cooperation with local stakeholders, Tiara Beach Hotel will continue developing its sustainability programme in accordance with Travelife principles.

4. Environmental Policy and Environmental Management System

4.1 Environmental Policy

Tiara Beach Hotel is committed to operating in a responsible and sustainable manner by reducing its environmental impact, improving resource efficiency, and promoting sustainable practices among employees, guests, suppliers, and partners.

The hotel recognises that tourism activities have an impact on natural resources and local ecosystems and therefore continuously works towards minimising energy consumption, reducing greenhouse gas emissions, improving waste management, protecting biodiversity, and supporting the local community.

The Environmental Policy of Tiara Beach Hotel is based on the following principles:

- Compliance with all applicable environmental legislation and regulatory requirements;
- Continuous monitoring and improvement of environmental performance;
- Efficient use of energy and water resources;
- Reduction, separation, and responsible disposal of waste;
- Prevention of pollution through appropriate operational controls;



- Protection of local biodiversity and natural resources;
- Cooperation with suppliers who demonstrate responsible environmental practices;
- Increasing environmental awareness among employees and guests.

The hotel management considers sustainability an integral part of its daily operations and strategic planning. Environmental objectives are reviewed annually, and improvement measures are developed based on operational results, performance indicators, guest feedback, and Travelife sustainability criteria.

4.2 Environmental Management System

Tiara Beach Hotel has implemented an environmental management approach integrated into its overall operational management system. The system ensures that sustainability practices are planned, monitored, implemented, and reviewed on a continuous basis.

The environmental management system covers the following key areas:

Energy Management

Energy consumption is monitored through monthly tracking of electricity usage and analysis of consumption trends. The hotel evaluates energy performance in relation to occupancy levels and guest nights to identify opportunities for improvement.

Actions implemented include:

- Regular monitoring of electricity consumption;
- Preventive maintenance of HVAC systems and technical equipment;
- Optimisation of operating schedules for lighting and equipment;
- Employee awareness regarding energy-saving practices;
- Encouraging guests to participate in responsible energy use.

The hotel continues to assess opportunities for further energy efficiency improvements, including modernisation of equipment, optimisation of heating and cooling systems, and evaluation of renewable energy solutions.

Water Management

Water is considered a valuable resource, and Tiara Beach Hotel monitors water consumption to identify opportunities for reduction and improved efficiency.

Measures include:

- Regular monitoring of water consumption;
- Preventive maintenance to avoid leaks;
- Responsible operation of laundry and housekeeping procedures;
- Guest information regarding sustainable towel and linen practices;
- Efficient cleaning procedures.

Water consumption indicators are analysed annually based on guest nights to provide a more accurate assessment of operational efficiency.

Waste Management

- Separation of recyclable materials;
- Reduction of food waste through improved production planning;
- Responsible management of packaging waste;
- Cooperation with licensed waste collection companies;
- Employee training regarding correct waste separation procedures.



The reduction of waste generation remains an important sustainability objective, with continuous monitoring of waste quantities and improvement measures.

Sustainable Purchasing

- Local suppliers;
- Products with reduced packaging;
- Environmentally responsible products;
- Suppliers complying with legal and quality standards.

Employee Engagement

- Energy-saving practices;
- Waste separation;
- Water conservation;
- Environmental protection;
- Responsible guest communication.

Employee involvement supports the continuous improvement of the hotel's sustainability performance.

Monitoring and Continuous Improvement

Environmental performance is reviewed regularly through:

- Energy consumption monitoring;
- Water consumption monitoring;
- Waste measurement;
- Sustainability indicators;
- Internal operational reviews;
- Travelife assessment requirements.

The results are used to identify improvement opportunities and establish future sustainability targets.

5. Sustainability Achievements 2025

During 2025, Tiara Beach Hotel continued to strengthen its sustainability practices by improving environmental monitoring, increasing employee awareness, and implementing operational measures aimed at reducing resource consumption and environmental impact.

The hotel maintained its commitment to the Travelife sustainability criteria and continued to monitor key environmental indicators, including energy consumption, greenhouse gas emissions, water consumption, and waste generation.

The sustainability performance for 2025 was evaluated in relation to operational activity, guest nights, and previous years' results in order to identify trends and opportunities for improvement.

5.1 Energy Efficiency and Climate Action

Energy management remained one of the main sustainability priorities of Tiara Beach Hotel during 2025. The hotel continued monitoring electricity consumption and analysing energy performance in relation to occupancy levels and guest nights. The results provide a better understanding of the relationship between operational activity and resource consumption.

The main actions undertaken during 2025 included:

- Regular monitoring and recording of electricity consumption;
- Preventive maintenance of technical installations and HVAC systems;
- Optimisation of equipment operating schedules;
- Responsible management of lighting systems in public areas and back-of-house facilities;



- Increased employee awareness regarding energy-saving practices;
- Monitoring of energy consumption indicators per guest night.

The hotel recognises that heating, ventilation, and air-conditioning systems represent the largest energy consumption area and continues to evaluate opportunities for future improvements, including equipment optimisation, replacement of less efficient components, and possible integration of renewable energy solutions.

Future objectives include:

- Further reduction of energy consumption per guest night;
- Improvement of energy efficiency through technical upgrades;
- Evaluation of renewable energy opportunities;
- Continued monitoring and reporting of greenhouse gas emissions.

5.2 Greenhouse Gas Emissions Monitoring

Tiara Beach Hotel continued calculating and monitoring greenhouse gas emissions associated with its energy consumption.

The hotel uses sustainability indicators based on:

- Total energy consumption;
- Carbon emissions generated from electricity use;
- Emissions per guest night.

The analysis of emissions allows the hotel management to identify operational areas with higher environmental impact and establish realistic improvement measures.

Although annual variations may occur due to changes in occupancy, weather conditions, and operational requirements, the hotel remains committed to long-term emission reduction through:

- Improved energy efficiency;
- Responsible operational management;
- Reduction of unnecessary consumption;
- Investment planning for more efficient technologies.

5.3 Water Management Achievements

Water conservation remained an important sustainability focus during 2025.

The hotel continued monitoring water consumption and implemented measures to promote responsible water use.

Actions included:

- Regular recording and analysis of water consumption;
- Maintenance checks to prevent water losses;
- Responsible housekeeping procedures;
- Implementation of towel and linen reuse practices;
- Employee awareness regarding water-saving measures.

Guests are encouraged to participate in sustainable practices through information materials regarding responsible use of water and optional linen and towel replacement.

The hotel continues to assess additional opportunities for water efficiency improvements, including technical solutions and operational optimisation.

5.4 Waste Reduction and Recycling

During 2025, Tiara Beach Hotel continued improving its waste management practices with the objective of reducing waste generation and increasing responsible waste separation.

Implemented measures included:



- Separation of recyclable materials;
- Monitoring of waste quantities;
- Cooperation with licensed waste management companies;
- Improved control of food preparation processes;
- Employee training regarding waste separation procedures.

Food waste reduction remains a priority area. The kitchen team continues to monitor production quantities and adapt preparation volumes according to guest demand in order to minimise unnecessary food waste.

The hotel continues to explore additional opportunities for:

- Reducing single-use materials;
- Improving recycling rates;
- Increasing awareness among guests and employees.

5.5 Sustainable Food and Beverage Practices

The Food & Beverage department contributes to the hotel's sustainability objectives through responsible management of food resources.

Actions implemented include:

- Better planning of food production according to occupancy levels;
- Monitoring of buffet quantities;
- Reduction of avoidable food waste;
- Cooperation with approved suppliers;
- Maintaining high standards of food safety and quality.

The hotel aims to balance guest satisfaction with responsible resource management by providing a wide variety of food choices while avoiding unnecessary overproduction.

5.6 Employee Sustainability Engagement

Employees are an essential part of the hotel's sustainability programme.

During 2025, staff awareness was supported through operational instructions and practical guidance related to:

- Energy saving;
- Water conservation;
- Waste separation;
- Environmental responsibility;
- Sustainable guest communication.

Both permanent and seasonal employees are informed about the hotel's sustainability objectives and their role in achieving continuous improvement.

The hotel recognises that employee involvement is essential for successful implementation of sustainability practices.

5.7 Guest Engagement and Communication

Tiara Beach Hotel encourages guests to participate in sustainable tourism practices by providing information and promoting responsible behaviour.

Guests are encouraged to:

- Save water and energy;
- Participate in towel and linen reuse programmes;
- Dispose of waste correctly;
- Respect the natural environment;
- Support local culture and businesses.

Sustainability information is communicated through guest materials and operational practices.



5.8 Overall Sustainability Progress in 2025

The sustainability achievements of Tiara Beach Hotel during 2025 demonstrate continued progress towards more responsible hotel operations.

Key achievements include:

- ✓ Continued monitoring of environmental indicators;
- ✓ Improved sustainability awareness among employees;
- ✓ Continued waste reduction and separation practices;
- ✓ Responsible management of energy and water resources;
- ✓ Integration of sustainability considerations into daily operations;
- ✓ Continued alignment with Travelife sustainability requirements.

The hotel will continue working towards measurable improvements and setting new sustainability targets for the coming years.

6. Environmental Performance Indicators 2025

Energy, Greenhouse Gas Emissions, Water and Waste Performance

Tiara Beach Hotel monitors its key environmental performance indicators as part of its sustainability management system. The monitoring process enables the hotel to evaluate operational efficiency, identify improvement opportunities, and measure progress towards sustainability objectives.

Environmental indicators are analysed in relation to:

- Total annual consumption;
- Number of guest nights;
- Consumption per guest night;
- Comparison with previous operational years;
- Benchmark year performance.

The following indicators are monitored:

- Energy consumption (kWh);
- Greenhouse gas emissions (kg CO₂e);
- Water consumption (m³);
- Waste generation (kg).

6.1 Energy Consumption Performance

Energy represents one of the most significant environmental impacts of hotel operations. Tiara Beach Hotel continues to monitor electricity consumption and implement measures aimed at improving energy efficiency.

Annual Energy Consumption Comparison

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark year
Energy						
	Mains electricity and Gas (kWh)	1 326 505,74	1 472 462,78	-9,91	1 191 911,68	11,29
	Mains Electricity (kg CO ₂ e)	227 040,54	256 316,67	-11,42	199 184,47	13,99
	Fuels measured by weight (kWh)	0,00	0,00	0,00	0,00	0,00
	Fuels measured by weight (kg CO ₂ e)	0,00	0,00	0,00	0,00	0,00
	Fuels measured by liquid (kWh)	0,00	106 580,00	-100,00	0,00	0,00
	Fuels measured by liquid (kg CO ₂ e)	0,00	26 988,00	-100,00	0,00	0,00
	Total Kilowatt Hours (kWh)	1 326 505,74	1 579 042,78	-15,99	1 191 911,68	11,29
	Ave kWh Per Guest Night	13,78	16,89	-18,41	15,49	-11,04
	Total Energy Emissions (kg CO ₂ e)	322 787,47	387 508,84	-16,70	288 323,91	11,95

Indicator	2025	2024	Change
Total energy consumption (kWh)	1326505.74	1579042.78	-15.99%
Guest nights	96,238	93,455	2.98%
Energy consumption per guest night (kWh/guest night)	13.78	16.89	-18.41%

Analysis

The energy consumption results for 2025 reflect the operational conditions of the hotel, including occupancy levels, seasonal operation, weather conditions, and technical requirements.

The hotel continues to focus on reducing unnecessary energy consumption through:

- Monitoring of consumption trends;
- Preventive maintenance of technical systems;
- Responsible operation of HVAC equipment;
- Employee awareness;
- Future investments in energy efficiency improvements.

6.2 Greenhouse Gas Emissions Performance

Tiara Beach Hotel calculates greenhouse gas emissions associated with energy consumption in order to evaluate its carbon footprint and identify opportunities for reduction.

Annual CO₂ Emissions Comparison

Indicator	2025	2024	Change
Electricity emissions (kg CO ₂ e)	227,040.54	256,316.67	-11.42%
Total energy emissions (kg CO ₂ e)	322,787.47	387,508.84	-16.70%
Total emissions (kg CO ₂ e)	339,351.58	401,891.26	-15.56%
CO ₂ e per guest night	3.53	4.30	-17.91%

Analysis

The hotel recognises climate change mitigation as a long-term priority and continues to work towards reducing emissions through:

- Improved energy efficiency;
- Reduction of unnecessary consumption;
- Optimisation of operational processes;
- Evaluation of renewable energy opportunities;
- Continuous monitoring of carbon performance.

6.3 Water Consumption Performance

Water management remains an important part of the hotel's sustainability strategy due to the significant seasonal demand associated with tourism operations.

Annual Water Consumption Comparison

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark year
Water						
	Mains Water (m ³)	25 362,00	17 449,00	45,35	4 627,00	448,13
	Ave. consumption per guest night (m ³)	0,26	0,19	41,15	0,06	338,10
	Water sourced directly (m ³)	0,00	0,00	0,00	0,00	0,00
	Mains Water (kg CO ₂ e)	4 252,28	2 599,90	63,56	689,42	516,79
	Wastewater (m ³)	63,00	595,00	-89,41	0,00	0,00
	Wastewater (kg CO ₂ e)	17,14	161,84	-89,41	0,00	0,00
	Total Water Emissions (kg CO ₂ e)	4 269,41	2 761,74	54,59	689,42	519,28



Indicator	2025	2024	Change
Total water consumption (m ³)	25,362	17,449	45.35%
Guest nights	96,238	93,455	2.98%
Water consumption per guest night (m ³ /guest night)	0.26	0.19	41.15%

Analysis

Water consumption is influenced by:

- Number of guests;
- Swimming pool operations;
- Laundry requirements;
- Cleaning activities;
- Seasonal temperatures.

The hotel continues implementing measures to improve water efficiency, including:

- Regular monitoring;
- Maintenance of installations;
- Prevention of leaks;
- Guest participation in towel and linen reuse programmes.

6.4 Waste Generation Performance

Waste reduction is an important sustainability objective for Tiara Beach Hotel.

The hotel monitors waste quantities and implements separation procedures to reduce environmental impact.

Annual Waste Comparison

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark year
Waste						
	Composted (Kg CO ₂ e)	0,00	0,00	0,00	0,00	0,00
	Incinerated (Kg CO ₂ e)	0,00	0,00	0,00	0,00	0,00
	Landfill (Kg CO ₂ e)	11 947,39	11 358,98	5,18	0,00	0,00
	Recycled Waste Emissions (kg CO ₂ e)	347,31	261,70	32,71	0,00	0,00
	Unknown disposal method (kg CO ₂ e)	0,00	0,00	0,00	0,00	0,00
	General construction waste (any disposal method) (Kg CO ₂ e)	0,00	0,00	0,00	0,00	0,00
	Total Solid Waste emissions (Kg CO ₂ e)	12 294,70	11 620,68	5,80	0,00	0,00

Analysis

During 2025, the hotel continued improving waste management through:

- Waste separation practices;
- Employee training;
- Monitoring of food waste;
- Cooperation with authorised waste operators;
- Reduction of unnecessary materials.

The hotel will continue focusing on waste prevention and increasing recycling efficiency.

6.5 Summary of Environmental Performance 2025

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark
Summary	Total energy (kWh)	1 326 505,74	1 579 042,78	-15,99	1 191 911,68	11,29
	Total water consumption (m³)	25 362,00	17 449,00	45,35	4 627,00	448,13
	Total solid waste (kg)	33 690,00	30 410,00	10,79	0,00	0,00
	Total Emissions (kg CO ₂ e)	339 351,58	401 891,26	-15,56	289 013,33	17,42
	Total Net Emissions (kg CO ₂ e)	337 619,88	400 083,58	-15,61	289 013,32	16,82
	Actual Guest Nights	96 238,00	93 455,00	2,98	76 920,00	25,11
	Ave. emissions per guest night (kg CO ₂ e)	3,53	4,30	-17,91	3,76	-6,12
	Ave. emissions per m ² GFA (kg CO ₂ e)	0,00	0,00	0,00	0,00	0,00
	Scope 1 emissions kg CO ₂ e	95 746,93	131 192,18	-27,02	89 139,44	7,41
	Scope 2 emissions kg CO ₂ e	227 040,54	256 316,68	-11,42	199 184,46	13,99
	Scope 3 emissions kg CO ₂ e	16 564,12	14 382,40	15,17	689,42	2 302,62
	Environmentally hazardous substances (kg)	2 425,00	2 300,00	5,43	0,00	0,00
	Environmentally hazardous substances (l)	7 739,50	9 463,00	-18,21	0,00	0,00
	High emission food purchased (kg)	69 588,76	65 240,00	6,67	0,00	0,00
	High emission food purchased (l)	11 407,00	8 597,00	32,69	0,00	0,00
	Single Use Plastics items purchased	56 242,00	71 604,00	-21,45	0,00	0,00

Area	Main Indicator	2025 Result	Sustainability Objective
Energy	kWh per guest night	13.78	Continuous reduction
Carbon emissions	kg CO ₂ e per guest night	3.25	Reduction of carbon intensity
Water	m ³ per guest night	0.26	Improved efficiency
Waste	kg per guest night	0.12	Waste prevention and recycling



Conclusion

The environmental performance indicators for 2025 provide valuable information for evaluating the sustainability performance of Tiara Beach Hotel. The results support evidence-based decision-making and help define future improvement actions.

Based on the 2025 assessment, the hotel will continue focusing on:

- Reducing energy intensity;
- Improving resource efficiency;
- Minimising waste generation;
- Increasing employee and guest engagement;
- Implementing long-term sustainability improvements.

7. Biodiversity Protection and Local Environment

Travelife Criteria A19, B3 and B4

7.1 Commitment to Biodiversity Protection

Tiara Beach Hotel recognises the importance of protecting biodiversity and preserving the natural environment in which tourism activities take place.

Located in the Sunny Beach resort area on the Bulgarian Black Sea coast, the hotel operates in an environment characterised by coastal ecosystems, diverse plant species, marine habitats, and protected natural areas in the wider region.

The hotel acknowledges that sustainable tourism requires responsible management of resources and minimising any negative impact on the surrounding environment.

During 2025, Tiara Beach Hotel continued implementing practices aimed at protecting local biodiversity and encouraging environmentally responsible behaviour among employees, guests, and suppliers.

7.2 Management of Green Areas and Landscaping

The hotel maintains landscaped areas within the property and ensures their responsible management.

The following practices are applied:

- Regular maintenance of green areas;
- Use of appropriate gardening practices;
- Prevention of unnecessary damage to plants and vegetation;
- Responsible use of water for irrigation;
- Avoidance of activities that could negatively affect local wildlife.

Where possible, the hotel gives preference to plant species suitable for the local climate conditions, helping to reduce water requirements and maintenance needs.

7.3 Protection of Local Wildlife

Tiara Beach Hotel is committed to ensuring that hotel operations do not negatively affect local wildlife.

Measures include:

- Avoiding disturbance of animals and birds;
- Maintaining clean outdoor areas;
- Proper waste management to prevent attraction of unwanted wildlife;
- Responsible storage and handling of food waste;
- Cooperation with authorised service providers for pest management.

The hotel does not participate in activities involving captive wildlife, animal performances, or attractions that negatively impact animal welfare.



7.4 Sustainable Pest Management

The hotel applies responsible pest management procedures in accordance with legal requirements and good industry practices.

The approach focuses on prevention and control through:

- Regular inspections;
- Maintaining high hygiene standards;
- Proper waste management;
- Sealing potential access points;
- Use of authorised pest control companies when required.

Chemical treatments are applied only when necessary and by qualified service providers, following safety requirements.

7.5 Protection of Coastal Environment

As a seaside hotel, Tiara Beach recognises its responsibility to protect the Black Sea coastal environment.

The hotel contributes to environmental protection through:

- Responsible waste management;
- Reduction of pollution risks;
- Efficient use of water resources;
- Encouraging guests to respect the natural environment;
- Promoting responsible tourism behaviour.

Guests are encouraged to:

- Keep beaches and natural areas clean;
- Avoid disturbing marine life;
- Reduce unnecessary waste;
- Respect local environmental rules.

7.6 Guest Awareness and Communication

Tiara Beach Hotel encourages guests to become active participants in environmental protection.

Information provided to guests promotes:

- Responsible water and energy use;
- Waste separation;
- Protection of natural areas;
- Respect for local communities and environment.

Through communication and awareness activities, the hotel aims to create a more sustainable holiday experience while maintaining guest comfort and satisfaction.

7.7 Environmental Requirements for Suppliers

The hotel considers environmental responsibility when selecting and cooperating with suppliers.

Where applicable, suppliers are expected to:

- Comply with legal environmental requirements;
- Provide safe and responsible products;
- Minimise unnecessary packaging;
- Follow responsible waste management practices.

The hotel continues to encourage cooperation with suppliers who demonstrate sustainable practices.



7.8 Biodiversity Objectives for 2026

Based on the 2025 sustainability assessment, Tiara Beach Hotel has identified the following objectives:

Objective	Planned Action
Increase environmental awareness	Continue guest and employee communication activities
Protect local biodiversity	Maintain responsible landscaping and outdoor area management
Reduce environmental impact	Continue improvement of waste, water and energy management
Encourage sustainable behaviour	Provide information and guidance to guests
Strengthen sustainability monitoring	Include biodiversity-related observations in annual reviews

Conclusion

Tiara Beach Hotel recognises that protecting biodiversity is an essential element of sustainable tourism. Through responsible operational practices, environmental awareness, and continuous improvement, the hotel aims to minimise its impact on the surrounding ecosystem while contributing positively to the local environment.

The hotel will continue developing measures that support biodiversity protection and responsible tourism practices in accordance with Travelife sustainability requirements.

8. Waste Management and Pollution Prevention

Travelife Criteria B2 – Pollution Prevention

8.1 Waste Management Commitment

Tiara Beach Hotel recognises that effective waste management is a key element of sustainable hotel operations. The hotel is committed to reducing waste generation, improving waste separation, preventing pollution, and ensuring responsible disposal of all waste streams.

Waste management procedures are integrated into daily hotel operations and cover all main departments, including:

- Kitchen and Food & Beverage operations;
- Housekeeping;
- Technical department;
- Public areas;
- Administrative areas.

The hotel follows the principles of the waste hierarchy:

- Prevention and reduction of waste generation;
- Reuse where possible;
- Recycling and recovery;
- Responsible disposal of remaining waste.

8.2 Waste Monitoring and Measurement



Tiara Beach Hotel monitors waste generation as part of its sustainability performance assessment. Waste quantities are recorded and analysed in order to:

- Identify trends;
- Evaluate operational efficiency;
- Detect opportunities for reduction;
- Measure progress towards sustainability objectives.

The main waste categories monitored include:

- Mixed municipal waste;
- Packaging waste;
- Paper and cardboard;
- Glass;
- Organic waste/food waste;
- Other operational waste.

The hotel reviews waste data annually and uses the results to establish improvement measures.

8.3 Waste Separation and Recycling Practices

The hotel applies waste separation procedures throughout its operations.

Employees are instructed to separate waste correctly according to the applicable categories.

Implemented practices include:

- Separate collection of recyclable materials;
- Collection of cardboard and packaging materials;
- Responsible disposal of glass waste;
- Separation of operational waste according to requirements;
- Cooperation with authorised waste management companies.

Clearly defined procedures help employees understand their responsibilities and support effective waste management.

8.4 Food Waste Reduction

Food waste reduction remains an important priority for Tiara Beach Hotel due to the significant quantities of food prepared during the high season.

The Food & Beverage department applies measures to minimise avoidable food waste, including:

- Monitoring guest consumption patterns;
- Adjusting production quantities according to demand;
- Improving buffet planning;
- Avoiding unnecessary overproduction;
- Regular communication between kitchen and restaurant teams.

The hotel aims to maintain a balance between providing variety and quality for guests while reducing unnecessary food waste.

8.5 Reduction of Single-Use Materials

Tiara Beach Hotel continuously evaluates opportunities to reduce the use of unnecessary single-use materials.

Actions include:

- Monitoring consumption of disposable items;
- Encouraging the use of reusable alternatives where practical;
- Improving purchasing planning;
- Selecting products with reduced packaging where possible.



Future improvements will focus on identifying additional opportunities for reducing disposable materials without compromising hygiene, food safety, and guest satisfaction.

8.6 Hazardous Waste Management

Certain operational activities generate waste requiring special handling.

The hotel ensures responsible management of hazardous waste streams, including:

- Used oils from kitchen operations;
- Chemical containers;
- Maintenance-related materials;
- Other regulated waste categories.

Hazardous waste is stored appropriately and collected by authorised companies in accordance with Bulgarian legislation.

Records are maintained where required to ensure traceability and compliance.

8.7 Chemical Management and Pollution Prevention

Tiara Beach Hotel applies procedures to minimise risks associated with the use of cleaning chemicals and maintenance products.

Measures include:

- Use of approved cleaning products;
- Correct storage of chemicals;
- Following manufacturer instructions;
- Employee training regarding safe handling;
- Avoiding unnecessary chemical use;
- Preventing accidental releases into the environment.

Housekeeping and technical staff are informed about safe working practices and environmental responsibilities.

8.8 Prevention of Air, Noise and Water Pollution

The hotel implements operational measures to reduce potential pollution impacts.

Air Pollution Prevention

Measures include:

- Regular maintenance of technical equipment;
- Efficient operation of HVAC systems;
- Prevention of unnecessary energy consumption.

Noise Pollution Prevention

The hotel aims to minimise disturbance to guests and the surrounding environment through:

- Responsible management of entertainment activities;
- Maintenance of equipment;
- Compliance with applicable noise requirements.

Water Pollution Prevention

Measures include:

- Proper wastewater management;



- Prevention of chemical discharge;
- Responsible use of cleaning products;
- Regular maintenance of water systems.

8.9 Employee Training and Awareness

Employees receive information and guidance regarding:

- Correct waste separation;
- Reduction of waste generation;
- Safe chemical handling;
- Pollution prevention;
- Environmental responsibilities.

Training and communication ensure that sustainability practices become part of daily hotel operations.

8.10 Waste Management Objectives for 2026

Based on the 2025 assessment, Tiara Beach Hotel has established the following improvement objectives:

Objective	Planned Action
Further reduce waste generation	Improve monitoring and operational planning
Increase recycling efficiency	Strengthen employee awareness and separation procedures
Reduce food waste	Continue monitoring kitchen production and guest consumption
Reduce single-use materials	Evaluate sustainable alternatives
Improve environmental reporting	Maintain accurate waste records

Conclusion

Tiara Beach Hotel continues to develop its waste management and pollution prevention practices as part of its sustainability commitment.

Through monitoring, employee involvement, responsible purchasing, and cooperation with authorised waste operators, the hotel aims to minimise environmental impacts and continuously improve its sustainability performance.

9. Water Management and Efficiency

Travelife Criteria A20 – Water Management

9.1 Commitment to Responsible Water Management

Water is one of the most important natural resources used in hotel operations. Tiara Beach Hotel recognises the importance of responsible water management, particularly due to the seasonal nature of tourism activities and the increased demand during the summer period.



The hotel is committed to:

- Monitoring water consumption;
- Improving water efficiency;
- Preventing unnecessary water losses;
- Raising awareness among employees and guests;
- Implementing practical measures to reduce water consumption while maintaining guest comfort and hygiene standards.

Water management is included in the hotel's sustainability programme and is reviewed annually as part of the environmental performance assessment.

9.2 Water Consumption Monitoring

Tiara Beach Hotel monitors water consumption through regular recording and analysis of water meter readings and operational data.

Water consumption is evaluated according to:

- Total annual water consumption;
- Number of guest nights;
- Average consumption per guest night;
- Comparison with previous operational years.

This approach allows the hotel management to identify consumption trends and evaluate the effectiveness of implemented measures.

Water Performance Indicator

Indicator	2025	2024	Change
Total water consumption (m ³)	25,362	17,449 m ³	45.35
Guest nights	96,268	93,455	2.98
Water consumption per guest night (m ³ /guest night)	0.26	0.19	41.15

9.3 Water Efficiency Measures Implemented

During 2025, Tiara Beach Hotel continued applying measures aimed at improving water efficiency.

Implemented practices include:

Regular Monitoring and Maintenance

- Regular checking of water consumption levels;
- Monitoring for unusual increases that may indicate leaks;
- Preventive maintenance of plumbing installations;
- Prompt response to technical issues.

Housekeeping Water Management

The housekeeping department applies responsible water-use practices, including:

- Optimisation of cleaning procedures;
- Avoiding unnecessary water consumption;



- Efficient organisation of housekeeping activities;
- Implementation of towel and linen reuse options for guests.

Guests are informed that responsible towel and linen replacement helps reduce water consumption, energy use, and the environmental impact associated with laundry operations.

Laundry Management

Laundry operations are managed with consideration for water and energy efficiency.

Measures include:

- Washing machines operated according to recommended capacities;
- Avoiding unnecessary washing cycles;
- Proper sorting and handling of linen and towels;
- Regular maintenance of laundry equipment.

9.4 Swimming Pools and Water Facilities Management

Tiara Beach Hotel operates swimming pools and water facilities that require responsible management of water resources.

The hotel applies measures including:

- Regular monitoring of water quality;
- Correct dosing of treatment chemicals;
- Preventive maintenance of filtration systems;
- Avoiding unnecessary water replacement;
- Compliance with health and safety requirements.

Pool operations are managed to ensure guest safety while limiting unnecessary water consumption.

9.5 Guest Engagement in Water Conservation

Guests play an important role in reducing water consumption.

Tiara Beach Hotel encourages guests to participate through:

- Information regarding responsible water use;
- Encouragement of towel reuse;
- Reminders to avoid unnecessary water consumption;
- Environmental communication materials.

The aim is to combine a comfortable holiday experience with responsible resource use.

9.6 Employee Awareness and Training

Employees are informed about the importance of water conservation and their role in reducing consumption.

Training and operational instructions include:

- Reporting leaks immediately;
- Avoiding unnecessary water use;
- Following efficient cleaning procedures;
- Responsible operation of equipment.

Departments with higher water consumption, such as Housekeeping, Food & Beverage, and Technical Department, receive particular attention regarding water-saving practices.



9.7 Future Water Management Improvements

Based on the 2025 sustainability assessment, Tiara Beach Hotel will continue exploring opportunities to improve water efficiency.

Potential future measures include:

- Installation of water-saving devices where technically possible;
- Further optimisation of cleaning procedures;
- Improved monitoring systems;
- Evaluation of water-saving technologies;
- Increasing guest awareness.

9.8 Water Management Objectives for 2026

Objective	Planned Action
Reduce water consumption per guest night	Monitor consumption and identify efficiency opportunities
Prevent water losses	Continue preventive maintenance and leak monitoring
Increase employee awareness	Regular operational reminders and training
Encourage guest participation	Improve communication regarding water-saving practices
Improve reporting accuracy	Maintain detailed consumption records

Conclusion

Tiara Beach Hotel recognises responsible water management as an essential part of sustainable hotel operations.

Through continuous monitoring, preventive maintenance, employee engagement, and guest participation, the hotel aims to reduce water consumption and minimise its environmental impact while maintaining high standards of service and hygiene.

10. Sustainable Purchasing and Supply Chain Management

Travelife Criteria B1 – Sustainable Supply Chain

10.1 Commitment to Sustainable Purchasing

Tiara Beach Hotel recognises that responsible purchasing decisions have a significant influence on the hotel's overall sustainability performance.

The hotel aims to ensure that products and services purchased for daily operations meet quality, safety, legal, and environmental requirements while supporting responsible business practices.

The purchasing approach considers:

- Product quality and safety;
- Supplier reliability;
- Environmental impact;
- Packaging reduction opportunities;
- Local and regional sourcing where possible;



- Compliance with applicable legislation.

Sustainable purchasing principles are integrated into the hotel's operational management and support the overall objectives of reducing environmental impact and promoting responsible tourism.

10.2 Supplier Selection and Evaluation

Tiara Beach Hotel cooperates with suppliers that meet legal requirements and provide products and services according to established quality standards.

When selecting suppliers, the hotel considers:

- Compliance with food safety requirements;
- Product quality and consistency;
- Delivery reliability;
- Legal documentation and certifications where applicable;
- Environmental responsibility;
- Ability to provide information about products and origin.

The hotel maintains cooperation with approved suppliers and regularly evaluates the suitability of products and services provided.

10.3 Local and Regional Suppliers

Supporting local and regional businesses is an important part of the hotel's sustainability approach. Where possible, Tiara Beach Hotel gives preference to suppliers from Bulgaria and the surrounding region in order to:

- Support the local economy;
- Reduce transportation distances;
- Strengthen cooperation with local businesses;
- Contribute to the development of the destination.

Local sourcing is particularly relevant for food and beverage products where quality, freshness, and availability can be maintained.

10.4 Sustainable Food and Beverage Purchasing

The Food & Beverage department plays an important role in sustainable purchasing practices.

The hotel focuses on:

- Purchasing safe and quality products;
- Selecting suppliers that comply with food safety standards;
- Optimising order quantities according to occupancy levels;
- Reducing unnecessary food waste;
- Improving stock management.

The purchasing process supports responsible menu planning and helps reduce waste generated from over-ordering or expired products.

10.5 Reduction of Packaging Waste

Tiara Beach Hotel recognises that packaging contributes significantly to waste generation.

The hotel aims to reduce packaging impact through:

- Optimised ordering procedures;
- Cooperation with suppliers offering efficient packaging solutions;
- Preference for larger-volume deliveries where appropriate;
- Recycling of packaging materials.

Future opportunities for reducing packaging waste are continuously evaluated.



10.6 Environmentally Responsible Products

Where available and suitable, the hotel considers environmentally responsible alternatives, including:

- Cleaning products with reduced environmental impact;
- Products with recognised environmental characteristics;
- Refillable or reusable solutions;
- Products with reduced packaging.

All products must continue to meet hygiene, safety, and operational requirements.

10.7 Chemical and Cleaning Product Management

The housekeeping and technical departments follow responsible procedures for purchasing and using cleaning and maintenance products.

Measures include:

- Purchasing from approved suppliers;
- Maintaining product safety documentation;
- Correct storage;
- Controlled usage;
- Employee awareness regarding efficient use.

The hotel aims to avoid unnecessary chemical consumption while maintaining required hygiene standards.

10.8 Supplier Communication and Sustainability Expectations

Tiara Beach Hotel communicates its sustainability expectations to suppliers through its purchasing practices.

Suppliers are encouraged to:

- Provide products with reduced environmental impact;
- Minimise unnecessary packaging;
- Follow responsible waste practices;
- Maintain legal and quality standards;
- Support sustainable tourism principles.

10.9 Purchasing Objectives for 2026

Objective	Planned Action
Increase sustainable purchasing practices	Include sustainability considerations in supplier evaluations
Support local suppliers	Continue cooperation with Bulgarian producers and businesses
Reduce packaging waste	Discuss alternative packaging solutions with suppliers
Improve product traceability	Maintain organised purchasing documentation



Objective	Planned Action
Increase awareness	Communicate sustainability expectations to suppliers

Conclusion

Sustainable purchasing is an important element of Tiara Beach Hotel's environmental and social responsibility strategy.

Through responsible supplier selection, support for local businesses, improved purchasing planning, and reduction of unnecessary packaging, the hotel continues to reduce its environmental impact and contribute to more sustainable tourism practices.

11. Social Responsibility, Employee Management and Community Engagement

Travelife Criteria A23 and C1 – Community Engagement and Social Responsibility

11.1 Commitment to Social Responsibility

Tiara Beach Hotel recognises that sustainable tourism is not only related to environmental protection but also includes social responsibility, employee wellbeing, respect for human rights, and contribution to the local community.

The hotel considers its employees, guests, suppliers, and local partners as important stakeholders in achieving sustainable development objectives.

During 2025, Tiara Beach Hotel continued to support responsible employment practices, staff development, and positive relationships with the local community.

11.2 Employment and Local Workforce Support

Tiara Beach Hotel is an important employer in the Sunny Beach area and contributes to maintaining employment opportunities within the local tourism sector.

The hotel provides:

- Approximately 40 permanent year-round positions;
- Approximately 120 seasonal employment opportunities during the tourism season.

A significant proportion of seasonal employees return each year, demonstrating positive working relationships, staff retention, and employee satisfaction.

The hotel aims to provide stable employment conditions and support professional development opportunities for its team members.

11.3 Equal Opportunities and Fair Employment Practices

Tiara Beach Hotel is committed to providing a respectful and inclusive working environment.

The hotel applies principles of:

- Equal opportunities in recruitment and employment;
- Respect for employees regardless of background;
- Fair treatment and professional communication;
- Compliance with Bulgarian labour legislation;
- Prevention of discrimination and inappropriate workplace behaviour.

Employment decisions are based on professional qualifications, skills, experience, and suitability for the position.

11.4 Employee Health, Safety and Wellbeing



The health and safety of employees is a priority for Tiara Beach Hotel.

The hotel maintains procedures to ensure safe working conditions, including:

- Workplace risk assessments;
- Health and safety instructions;
- Training before starting work;
- Personal protective equipment where required;
- Monitoring of working conditions;
- Emergency procedures.

Employees are informed about safe working practices relevant to their departments, including:

- Kitchen safety;
- Chemical handling;
- Equipment operation;
- Manual handling;
- Fire safety procedures.

11.5 Employee Training and Development

Employee knowledge and awareness are essential for successful hotel operations and sustainability performance.

During 2025, employees received operational guidance and training related to:

- Sustainability practices;
- Energy and water conservation;
- Waste separation;
- Food safety and hygiene;
- Occupational health and safety;
- Guest communication.

Department-specific training is provided according to operational responsibilities.

The hotel encourages employees to actively participate in improvement initiatives and share suggestions related to sustainability and operational efficiency.

11.6 Employee Engagement in Sustainability

Employees are encouraged to contribute to the hotel's sustainability objectives through daily operational practices.

Examples include:

- Reporting leaks or unnecessary energy consumption;
- Correct waste separation;
- Responsible use of materials and resources;
- Supporting guest communication regarding sustainability.

The hotel recognises that employee involvement is essential for transforming sustainability policies into practical actions.

11.7 Support for Local Community

Tiara Beach Hotel operates as part of the Sunny Beach and Nesebar tourism destination and recognises its responsibility to contribute positively to the local community.

The hotel supports the local area through:

- Providing employment opportunities;
- Cooperating with local suppliers and service providers;
- Supporting local economic activity;
- Promoting the destination to guests;
- Maintaining positive relationships with local stakeholders.



11.8 Cooperation with Local Businesses and Partners

The hotel works with various local partners, including:

- Food and beverage suppliers;
- Maintenance and technical service providers;
- Tourism partners;
- Local service companies.

Cooperation with local businesses contributes to the development of the destination and reduces unnecessary transportation impacts.

11.9 Contribution to Local Tourism Development

Tiara Beach Hotel contributes to the attractiveness of Sunny Beach as a tourism destination by providing quality accommodation services and supporting the local tourism economy.

The hotel promotes:

- Respect for local culture and traditions;
- Responsible guest behaviour;
- Awareness of local attractions;
- Positive visitor experiences.

11.10 Community Engagement Objectives for 2026

Objective	Planned Action
Continue supporting local employment	Maintain opportunities for local workers
Improve employee development	Provide regular training and operational guidance
Increase sustainability awareness	Expand employee and guest communication
Strengthen local cooperation	Continue working with local suppliers and partners
Support responsible tourism	Promote respect for the destination

Conclusion

Tiara Beach Hotel considers social responsibility an essential part of sustainable tourism development. By supporting employees, maintaining responsible employment practices, cooperating with local businesses, and contributing to the local economy, the hotel continues to create positive value for the community and destination.

12. Guest Engagement, Sustainability Communication and Responsible Tourism

Travelife Criteria C2 – Guest Communication and Awareness

12.1 Commitment to Responsible Tourism Communication



Tiara Beach Hotel recognises that guests play an important role in achieving sustainability objectives. Responsible tourism requires cooperation between the hotel, employees, guests, suppliers, and the local community.

The hotel aims to provide guests with clear and practical information that encourages responsible behaviour while maintaining a comfortable and enjoyable holiday experience.

During 2025, the hotel continued to promote sustainability awareness through operational practices and guest communication.

12.2 Sustainability Information for Guests

Guests are encouraged to participate in environmental protection through simple daily actions.

Information provided to guests focuses on:

- Responsible use of water and energy;
- Towel and linen reuse practices;
- Correct waste disposal;
- Respect for the natural environment;
- Protection of local areas and cultural heritage.

The hotel communicates sustainability messages in a clear and accessible way, allowing guests to understand how their actions can contribute to reducing environmental impact.

12.3 Water and Energy Saving Communication

Guests are encouraged to use resources responsibly during their stay.

Communication includes recommendations such as:

- Turning off lights and electrical equipment when not required;
- Avoiding unnecessary water consumption;
- Reporting technical issues such as leaks;
- Participating in towel and linen reuse programmes.

These actions support the hotel's efforts to reduce resource consumption while maintaining high standards of guest comfort.

12.4 Towel and Linen Reuse Programme

Tiara Beach Hotel promotes responsible linen management as part of its sustainability programme.

Guests are encouraged to reuse towels where possible, helping to reduce:

- Water consumption;
- Energy consumption;
- Use of detergents;
- Laundry-related environmental impact.

The programme is communicated to guests in a convenient and understandable manner.

12.5 Waste Reduction Awareness

The hotel encourages guests to support responsible waste management during their stay.

Guests are informed about:

- Proper disposal of waste;
- Keeping public and outdoor areas clean;
- Reducing unnecessary waste;
- Respecting recycling practices where available.

The aim is to encourage shared responsibility between the hotel and its visitors.



12.6 Promoting Local Culture and Destination Awareness

Tiara Beach Hotel supports responsible tourism by encouraging guests to discover and respect the local destination.

Guests are encouraged to explore:

- Local cultural heritage;
- Historical sites;
- Traditional Bulgarian culture;
- Local businesses and products.

The hotel recognises that tourism should create positive benefits for both visitors and the local community.

12.7 Guest Feedback and Sustainability Improvement

Guest feedback is an important source of information for improving hotel operations.

The hotel monitors:

- Guest comments;
- Sustainability-related feedback;
- Suggestions for improvement;
- Areas affecting guest experience.

Feedback is reviewed by management and considered when planning future sustainability initiatives.

12.8 Sustainability Questionnaire for Guests

During 2025, Tiara Beach Hotel continued to recognise the importance of understanding guest attitudes towards sustainability.

Guest feedback can provide information regarding:

- Awareness of environmental practices;
- Interest in sustainable tourism;
- Preferred communication methods;
- Suggestions for improvement.

The results can support future decisions regarding sustainability communication and guest engagement.

12.9 Responsible Tourism Objectives for 2026 Objective	Planned Action
Increase guest awareness	Improve sustainability information materials
Encourage responsible resource use	Continue water and energy-saving communication
Improve guest involvement	Collect and analyse sustainability feedback
Promote local destination	Provide information about local attractions and culture
Strengthen sustainability communication	Develop clearer guest messages

Conclusion



Tiara Beach Hotel recognises guests as active partners in sustainable tourism. Through communication, awareness activities, and responsible tourism initiatives, the hotel encourages guests to make environmentally conscious choices while enjoying their holiday experience. The hotel will continue improving sustainability communication and developing initiatives that create a positive environmental and social impact.

13. Health, Safety, Quality Management and Crisis Preparedness

Health & Safety Management, Food Safety and Emergency Preparedness

13.1 Commitment to Health, Safety and Quality

Tiara Beach Hotel considers the health, safety, and wellbeing of guests, employees, and partners as a fundamental priority.

The hotel maintains operational procedures designed to ensure:

- Safe accommodation services;
- High standards of hygiene and cleanliness;
- Safe food and beverage operations;
- Prevention and effective management of risks;
- Preparedness for emergency situations.

Health and safety practices are integrated into the hotel's overall management system and support the principles of responsible and sustainable tourism.

13.2 Health and Safety Management System

Tiara Beach Hotel applies preventive measures to identify and control potential risks related to hotel operations.

The management system includes:

- Regular assessment of operational risks;
- Preventive maintenance of facilities and equipment;
- Employee health and safety instructions;
- Monitoring of public areas and guest facilities;
- Emergency procedures;
- Cooperation with qualified external service providers.

The hotel continuously reviews its procedures to ensure compliance with Bulgarian legislation and recognised hospitality standards.

13.3 Food Safety and HACCP Management

Food safety is a key priority for Tiara Beach Hotel due to the large number of meals prepared and served daily.

The hotel applies HACCP principles to control food safety risks throughout the food preparation process.

Key measures include:

- Control of food deliveries;
- Verification of supplier documentation;
- Monitoring of storage conditions;
- Temperature control of refrigeration and cooking processes;
- Personal hygiene requirements for food handlers;
- Cleaning and sanitation procedures;
- Prevention of cross-contamination.



- Food safety records are maintained according to operational requirements.

13.4 Kitchen Hygiene and Operational Controls

The kitchen team follows established procedures to maintain high hygiene standards.

These include:

- Separation of raw and ready-to-eat products;
- Regular cleaning and disinfection;
- Correct food storage;
- Monitoring of expiry dates;
- Proper handling of food waste;
- Regular equipment maintenance.

Employees receive instructions regarding food safety responsibilities before and during the working season.

13.5 Swimming Pools and Leisure Facilities Safety

Tiara Beach Hotel operates swimming pools and leisure facilities that are managed according to safety requirements.

Measures include:

- Regular monitoring of water quality;
- Control of chemical parameters;
- Preventive maintenance of pool equipment;
- Safe operation of leisure facilities;
- Monitoring of guest areas.

The hotel maintains procedures to ensure that swimming pools and recreational areas remain safe for guests.

13.6 Fire Safety and Emergency Preparedness

Fire prevention and emergency preparedness are important elements of the hotel's safety management.

The hotel maintains:

- Fire safety procedures;
- Emergency response instructions;
- Fire protection equipment;
- Regular inspections and maintenance;
- Employee awareness and training.

Employees are informed about:

- Emergency evacuation procedures;
- Fire alarm response;
- Safe guest assistance;
- Communication responsibilities during incidents.

13.7 Crisis Management and Incident Response

Tiara Beach Hotel maintains procedures for responding to unexpected situations and emergencies.

The crisis management approach includes:

- Identification of potential risks;
- Defined responsibilities;
- Communication procedures;
- Cooperation with emergency services;



- Documentation of incidents;
- Corrective actions following events.

The hotel reviews incidents and uses lessons learned to improve future preparedness.

13.8 Quality Management and Guest Satisfaction

Maintaining guest satisfaction is an important part of the hotel's operational objectives.

Quality monitoring includes:

- Guest feedback analysis;
- Review of complaints and comments;
- Departmental inspections;
- Monitoring of service standards;
- Continuous improvement actions.

Guest feedback is considered valuable information for identifying areas for improvement.

13.9 Employee Training in Health and Safety

Employees receive information and training relevant to their responsibilities, including:

- Occupational health and safety;
- Food hygiene;
- Fire safety;
- Emergency procedures;
- Safe equipment operation;
- Chemical handling.

Training helps ensure that employees understand their responsibilities and can respond effectively to operational situations.

13.10 Objectives for 2026

Objective	Planned Action
Maintain high safety standards	Continue inspections and preventive maintenance
Improve emergency preparedness	Review procedures and conduct staff briefings
Strengthen food safety controls	Maintain HACCP monitoring and training
Improve quality management	Analyse guest feedback and implement improvements
Increase employee awareness	Continue operational training

Conclusion

Health, safety, and quality management remain essential components of Tiara Beach Hotel's commitment to responsible tourism.

Through preventive measures, employee training, HACCP implementation, emergency preparedness, and continuous improvement, the hotel ensures a safe and high-quality experience for guests while maintaining responsible operational standards.



14. Sustainability Action Plan and Objectives for 2026

Continuous Improvement Programme

14.1 Introduction

Based on the results of the 2025 Sustainability Assessment, Tiara Beach Hotel has developed an action plan aimed at continuous improvement of its environmental, social, and operational performance. The sustainability action plan is aligned with the principles of Travelife and focuses on measurable improvements in the areas of:

- Energy efficiency and climate action;
- Water conservation;
- Waste reduction;
- Biodiversity protection;
- Sustainable purchasing;
- Employee engagement;
- Guest awareness;
- Community contribution.

The objectives are designed to be realistic, measurable, and integrated into the hotel's daily operations.

14.2 Energy and Climate Action Objectives

Energy consumption remains one of the most significant environmental aspects of hotel operations.

Objectives:

Objective	Action	Responsible Department	Target Period
Reduce energy consumption per guest night	Monitor monthly consumption and identify improvement opportunities	Technical Department / Management	2026
Improve energy efficiency	Optimise operation of HVAC and technical equipment	Technical Department	Continuous
Reduce unnecessary energy use	Increase employee awareness regarding energy-saving practices	All Departments	2026
Evaluate renewable energy opportunities	Assess feasibility of additional energy efficiency investments	Management	2026–2027

Key Performance Indicator (KPI):

- Energy consumption per guest night (kWh/guest night);
- Total annual electricity consumption;
- CO₂ emissions per guest night.

14.3 Water Management Objectives



The hotel will continue improving water efficiency while maintaining high standards of hygiene and guest comfort.

Objectives:

Objective	Action	Responsible Department	Target Period
Reduce water consumption intensity	Monitor m ³ per guest night	Management / Technical Department	Continuous
Prevent water losses	Regular inspections and maintenance	Technical Department	Continuous
Improve guest awareness	Promote responsible water use	Reception / Housekeeping	2026
Optimise operational water use	Review cleaning and laundry procedures	Housekeeping	2026

Key Performance Indicator (KPI):

- Total water consumption (m³);
- Water consumption per guest night;
- Number of identified and resolved leaks.

14.4 Waste Reduction Objectives

Waste prevention remains a priority area within the hotel's sustainability programme.

Objectives:

Objective	Action	Responsible Department	Target Period
Reduce total waste generation	Improve waste monitoring and prevention measures	All Departments	Continuous
Increase recycling efficiency	Strengthen waste separation procedures	All Departments	2026
Reduce food waste	Improve production planning and monitoring	Kitchen / F&B Department	2026
Reduce unnecessary packaging	Cooperate with suppliers	Purchasing Department	2026

Key Performance Indicator (KPI):



- Total waste generated (kg);
- Waste per guest night;
- Food waste quantities;
- Percentage of separated recyclable waste.

14.5 Biodiversity and Environmental Protection Objectives

Tiara Beach Hotel will continue supporting the protection of the local environment.

Objectives:

Objective	Action	Responsible Department	Target Period
Protect local environment	Maintain responsible outdoor area management	Technical Department	Continuous
Increase environmental awareness	Provide information to guests and employees	Management	2026
Reduce impact on natural resources	Continue responsible resource management	All Departments	Continuous

14.6 Sustainable Purchasing Objectives

The hotel will continue improving sustainability considerations within the supply chain.

Objectives:

Objective	Action	Responsible Department	Target Period
Increase sustainable purchasing	Consider environmental aspects when selecting suppliers	Purchasing Department	Continuous
Support local economy	Maintain cooperation with Bulgarian suppliers	Purchasing Department	Continuous
Reduce packaging impact	Discuss alternatives with suppliers	Purchasing Department	2026

14.7 Employee Development and Engagement Objectives

Employees are essential for achieving sustainability goals.



Objectives:

Objective	Action	Responsible Department	Target Period
Improve sustainability awareness	Provide operational briefings and training	Management / HR	2026
Strengthen safety culture	Continue health and safety training	HR / Department Managers	Continuous
Encourage employee involvement	Collect improvement suggestions	Management	2026

14.8 Guest Engagement Objectives

The hotel will continue encouraging guests to participate in sustainable tourism practices.

Objectives:

Objective	Action	Responsible Department	Target Period
Increase guest awareness	Improve sustainability information materials	Reception / Management	2026
Promote responsible behaviour	Communicate water, energy and waste-saving practices	All Guest-Facing Departments	Continuous
Collect sustainability feedback	Include sustainability questions in guest feedback	Management	2026

14.9 Community Engagement Objectives

Tiara Beach Hotel aims to maintain its positive contribution to the local community.

Objectives:



Objective	Action	Responsible Department	Target Period
Support local employment	Continue providing seasonal and permanent jobs	Management	Continuous
Strengthen local cooperation	Work with local suppliers and service providers	Purchasing	Continuous
Promote responsible tourism	Encourage guests to discover local culture and attractions	Management	2026

14.10 Monitoring and Review

Progress against sustainability objectives will be reviewed regularly by hotel management.

Monitoring includes:

- Environmental performance indicators;
- Operational observations;
- Employee feedback;
- Guest feedback;
- Supplier cooperation;
- Travelife requirements.

The action plan will be reviewed annually and updated according to results achieved and new improvement opportunities identified.

Conclusion

The Sustainability Action Plan 2026 demonstrates Tiara Beach Hotel's commitment to continuous improvement and responsible tourism development.

By setting measurable objectives and involving all departments, the hotel aims to reduce environmental impact, support employees and the local community, and provide guests with a sustainable and responsible holiday experience.

15. Sustainability Monitoring, Reporting and Management Review

Sustainability Performance Evaluation and Continuous Improvement

15.1 Introduction

Effective monitoring and reporting are essential elements of Tiara Beach Hotel's sustainability management system.

The hotel recognises that continuous improvement requires accurate data collection, regular evaluation of performance, and active involvement of management and employees.

The sustainability monitoring process ensures that environmental and social objectives are measured, reviewed, and improved over time.

15.2 Sustainability Data Collection and Monitoring

Tiara Beach Hotel collects and evaluates sustainability-related information from different operational areas.



The main monitored indicators include:

Environmental Indicators

- Electricity consumption (kWh);
- Greenhouse gas emissions (kg CO₂e);
- Water consumption (m³);
- Waste generation (kg);
- Waste separation and recycling activities;
- Resource efficiency indicators.

Social Indicators

- Number of employees;
- Employee training activities;
- Health and safety measures;
- Community engagement activities;
- Guest sustainability feedback.

Data is collected from operational records, supplier documentation, technical reports, invoices, and internal monitoring procedures.

15.3 Responsibilities for Sustainability Management

Sustainability management at Tiara Beach Hotel involves cooperation between different departments.

Main responsibilities include:

Area	Responsible Department
Sustainability coordination	Hotel Management
Energy monitoring	Technical Department
Water monitoring	Technical Department
Waste management	All Departments / Technical Department
Food waste reduction	Kitchen and Food & Beverage Department
Sustainable purchasing	Purchasing Department
Employee training	Management / Department Managers
Guest communication	Reception and Guest Relations

Department managers contribute by implementing sustainability measures within their operational areas and providing relevant information for reporting.

15.4 Internal Review and Evaluation

The hotel conducts regular reviews of sustainability performance to evaluate progress and identify improvement opportunities.

The review process includes:



- Analysis of environmental indicators;
- Evaluation of sustainability objectives;
- Review of operational practices;
- Assessment of employee involvement;
- Analysis of guest feedback;
- Identification of corrective and improvement actions.

The results of the review support future decision-making and investment planning.

15.5 Management Review of Sustainability Performance

Hotel management reviews sustainability performance on an annual basis.

The management review considers:

- Achievement of sustainability targets;
- Environmental performance results;
- Operational challenges;
- Feedback from guests and employees;
- Opportunities for improvement;
- Future sustainability priorities.

Based on the review, the hotel updates its sustainability objectives and action plan.

15.6 Documentation and Record Keeping

Tiara Beach Hotel maintains relevant sustainability documentation to demonstrate implementation and continuous improvement.

Examples of records include:

- Sustainability assessments;
- Energy and water consumption records;
- Waste documentation;
- Training records;
- Maintenance reports;
- Supplier documentation;
- Risk assessments;
- Internal procedures.

Documentation supports transparency and allows effective monitoring of progress.

15.7 Travelife Alignment and Certification Commitment

Tiara Beach Hotel continues aligning its sustainability practices with the Travelife criteria and requirements.

The hotel uses the Travelife framework as a structured approach for:

- Improving environmental performance;
- Strengthening social responsibility;
- Supporting responsible tourism;
- Demonstrating commitment to sustainability.

The annual sustainability assessment provides evidence of progress and supports preparation for future Travelife reviews and certification requirements.

15.8 Improvement Approach

Tiara Beach Hotel follows the principle of continuous improvement:



Measure → Analyse → Improve → Monitor → Review

This approach enables the hotel to:

- Understand its environmental impact;
- Implement practical solutions;
- Evaluate effectiveness;
- Set new objectives.

Sustainability is considered an ongoing process requiring cooperation between management, employees, guests, and partners.

Conclusion

Through structured monitoring, reporting, and management review, Tiara Beach Hotel ensures that sustainability remains an integral part of its operational strategy.

The hotel will continue improving its sustainability performance by using measurable indicators, engaging employees and guests, and implementing responsible practices aligned with Travelife principles.

16. Conclusion and Sustainability Statement 2025

Management Commitment to Sustainable Tourism

16.1 Conclusion

The 2025 Sustainability Assessment demonstrates Tiara Beach Hotel's continued commitment to responsible and sustainable tourism development.

Throughout 2025, the hotel continued implementing measures aimed at reducing environmental impact, improving operational efficiency, supporting employees, and contributing positively to the local community.

Sustainability remains an integral part of the hotel's management approach and daily operations.

Through continuous monitoring, employee engagement, responsible resource management, and cooperation with stakeholders, Tiara Beach Hotel continues to develop practices that support long-term sustainable development.

16.2 Key Sustainability Achievements in 2025

During 2025, Tiara Beach Hotel achieved progress in several important sustainability areas:

Environmental Performance

- ✓ Continued monitoring of energy, water, waste, and carbon emission indicators;
- ✓ Implementation of energy-saving operational practices;
- ✓ Continued improvement of waste management and recycling procedures;
- ✓ Responsible management of water resources;
- ✓ Increased awareness regarding environmental protection.

Sustainable Operations

- ✓ Integration of sustainability considerations into daily hotel procedures;
- ✓ Continued cooperation with responsible suppliers;



- ✓ Improved resource management through operational planning;
- ✓ Implementation of sustainable practices across different departments.

Social Responsibility

- ✓ Support of local employment opportunities;
- ✓ Continued development and training of employees;
- ✓ Maintenance of safe and healthy working conditions;
- ✓ Positive cooperation with local businesses and service providers.

Guest Engagement

- ✓ Promotion of responsible tourism practices;
- ✓ Encouragement of guests to participate in water, energy, and waste-saving initiatives;
- ✓ Communication of sustainability messages to visitors;
- ✓ Consideration of guest feedback for continuous improvement.

16.3 Management Commitment

The management of Tiara Beach Hotel confirms its commitment to continuously improving sustainability performance and maintaining responsible tourism practices.

The hotel recognises that sustainability is a long-term process requiring:

- Commitment from management;
- Active participation of employees;
- Cooperation with suppliers and partners;
- Engagement of guests;
- Continuous evaluation and improvement.

The management will continue supporting initiatives that:

- Reduce environmental impact;
- Improve resource efficiency;
- Protect local ecosystems;
- Support employees and the community;
- Enhance the quality of the guest experience.

16.4 Future Direction

Looking ahead, Tiara Beach Hotel will continue focusing on:

- Reduction of energy consumption and greenhouse gas emissions;
- Improved water efficiency;
- Waste prevention and recycling;
- Sustainable purchasing practices;
- Biodiversity protection;
- Employee development;
- Stronger guest involvement in sustainability.



The hotel will continue evaluating opportunities for investments and operational improvements that contribute to a more sustainable future.

16.5 Sustainability Statement

Tiara Beach Hotel is committed to providing quality hospitality services while respecting the environment, supporting people, and contributing positively to the local community.

Through responsible management, continuous improvement, and cooperation with employees, guests, suppliers, and partners, the hotel aims to reduce its environmental impact and promote sustainable tourism practices.

The hotel recognises that every operational decision can contribute to a more sustainable future and remains committed to developing its sustainability programme in line with recognised international standards, including Travelife requirements.

Management Approval

Prepared by:

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Date: 19/01/2026

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