

THE CHEDI  
HOTEL & RESIDENCES  
LUŠTICA BAY, MONTENEGRO



# ACTION PLAN 2024

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The Chedi Luštica Bay - LB Hotels Management doo Tivat  
A Subsidiary of Orascom Development  
Novo Naselje b.b. 85323 Radovići | Tivat, Montenegro

# 2024 COMMITMENT

## OUR BELIEF: THERE IS NO PLANET B

As we continue our journey, we reaffirm our commitment to excellence and continuous improvement. With a steadfast dedication to enhancing guest experience, promoting sustainability, and strengthening community engagement, this document summarises our internal action plan which is designed to guide us towards our goals.

We pledge to learn from challenges and opportunities from the previous year and elevate our standards across all facets of our operations, ensuring that every guest interaction reflects our pursuit of quality service without the environment or our community paying the price. Through collaborative efforts and a relentless focus on progress, we strive to leave a lasting positive impact on our guests, our team, our community, and the environment.

## 2023 SUMMARY

### OUR JOURNEY IN NUMBERS:

**Freshwater Consumption:** Achieved a 15% reduction in freshwater consumption from 2022 to 2023. We commit to further reductions.

**Waste Reduction:** Decreased waste sent to landfills by 52% with the help of waste management partners. Acknowledge the need for continued efforts in overall waste reduction.

**Energy Consumption:** Energy consumption increased by 5% compared to the baseline year. Committed to improvement.

**Local Suppliers:** 76% of our suppliers are local, demonstrating our commitment to supporting the local economy.

## WHAT WE COMMIT ON DOING EVEN BETTER IN 2024

Our goal is to improve the implementation of our previous initiatives, reduce nonessential resource consumption and increase waste reduction efforts.

The Chedi Luštica Bay will collaborate closely with Green Key, Zero Waste Montenegro, NGO (s), and 3D Soba to raise community awareness about reducing, reusing, and recycling.

To further increase collaboration, we have also created Adriatic Green Hub to encourage joint efforts to build resilience in the tourism industry both locally and regionally.

## OUR CONCRETE ACTIONS FOR 2024

### ENERGY CONSUMPTION

#### Reduce purchased electricity:

- As an identified area of improvement from 2023 we aim to take the following actions to reduce our purchased electricity. We will enhance energy management by monitoring our consumption using our BMS, prioritising energy-efficient equipment in new purchases, and investigate the option of green power agreement with our provider.
- Staff will receive training and communication about our purchased electricity consumption goals and initiatives.
- Using automation non-essential equipment will be switched off beyond office hours, and Earth Hour initiative to promote energy conservation.

### GREEN HOUSE GASS EMISSIONS

#### Reduce annual green house gas emissions:

- Offset unavoidable emissions by providing guests the option to contribute to certified reforestation efforts and support renewable energy projects through collaboration with Trees4Travel.
- Implement initiatives for general waste reduction to reduce scope 3 emissions from landfill waste.
- Minimise on-site wood and charcoal burning.
- Investigate feasibility of Green Power Agreement with our electric power distributor.

### FRESH WATER CONSUMPTION

#### Conserve consumption of freshwater resources:

- Install pre rinse sprayers with low-flow technology for dish-washing operations.
- Continued planting of native species to reduce garden watering
- Signage and increased promotion for Green Option in rooms to reduce water usage for laundry services.
- Investigate the feasibility of utilizing recaptured water for non-potable applications, encompassing landscape irrigation, toilet flushing, cooling systems, and eligible cleaning practices.

## WASTE GENERATION

### Reduce total waste sent to landfill:

- Increase the usage of reusable packaging with frequent suppliers by collaborating with suppliers to proactively minimise waste generation at the source.
- Offer reusable takeaway options.
- Explore the development of closed-loop systems with suppliers wherever possible.
- Initiate take-back system with cleaning chemicals and materials suppliers.
- Eliminate all single use materials for laundry in collaboration with service providers.
- Offer spa amenities made from sustainable materials.

## COMMUNITY COMMITMENT

### Increase local community contributions:

- Perpetuate the youth development program which offers internships to nurture local talent and contribute to community capacity-building.
- Continue usage of locally sourced welcome amenities
- Sustain regular resource donations to local organisations.
- Enhance guest experience by promoting local culture, heritage and biodiversity.

## LABOUR

### Increase employee development and engagement:

To enhance employee development and training, we will implement several key initiatives in addition to the standard vocational, safety and onboarding training. We will conduct training for supervisors and managers, followed by finance training. We will offer F&B training, including a sommelier masterclass and related content, and provide training on luxury hotel industry standards. Additionally, we will implement a new employee recognition and award procedure to acknowledge and reward outstanding performance.

## GOVERNANCE

### Sustain ethical company management:

- Maintain zero instances of corruption or ethical breaches annually by ensuring compliance with international standards of ethical business conduction.
- Comply to local regulations by keeping an up to date legal register and taking self-corrective action.

## PROCUREMENT

### Increase supplier engagement:

- **Target:** Engage at least 30% of our suppliers.
- In the case of new supplier's screen 100% of suppliers for environmental and social impact
- Increase current supplier engagement with surveys from 12% to minimum 30%.
- Maintain minimum 70% local suppliers.
- Develop supplier sustainability rating assessment to both encourage suppliers and assist them in setting actionable goals.

## LEGITIMIZATION OF ALL OUR SUSTAINABILITY EFFORTS


The Chedi Luštica Bay has been a Green Key certified hotel since June 2023. The Green Key certificate is the leading standard for excellence in the field of environmental responsibility and sustainable operations within the tourism industry. [Learn more about GreenKey.](#)

By signing the UNESCO Sustainable Travel Pledge, The Chedi Luštica Bay has committed to take actions that will preserve and protect the environment, such as the elimination of single use plastics, supporting local communities and culture.

As United Nations Global Compact participants, we commit to a principle based approach to business operating in accordance with the ten principles of UNGC which cover Human Rights, Labour, Environment and Anticorruption. We annually submit our Communication of Progress which is publicly available on the UNGC platform.



Milica Jankovic  
Green Team Leader



Jan Albers  
General Manager

We are happy to hear your ideas on how we can contribute to the environment at:  
[green@chedilusticabay.com](mailto:green@chedilusticabay.com)  
[www.chedilusticabay.com](http://www.chedilusticabay.com)

For more information on Green Key, please visit:  
[www.greenkey.global](http://www.greenkey.global)

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