

Sunborn Saga Oy

SUSTAINABILITY REPORT 2023

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Introduction

This is Sunborn Saga’s Sustainability Report for the 2023 calendar year, covering the period from January 1st to December 31st.

Sunborn is a family-owned business with a rich history in the hospitality industry. Our approach is rooted in Nordic values and our heritage as a successful owner and operator, where we invest our own capital alongside that of our investors.

The company maintains a strong balance, with significant ongoing income from our operating businesses and a growing portfolio of high-quality real estate.

Our experienced management team is supported by deeply committed owners and global partners, positioning us well for the future with high-quality hotels and a robust pipeline of new investments and developments.

This Report encompasses Sunborn Saga’s operations, including our spa hotels and resorts in Finland, as well as the property ownership under Sunborn Finance Oy. In our pursuit of continuous improvement and enhanced transparency, our sustainability initiatives have also been reviewed and monitored.



1. INTRODUCTION



General

Sunborn Finance Oy owns the Naantali Spa Hotel, located in Naantali by the Baltic Sea, and the Ruissalo Spa Hotel, situated in Turku amidst the scenic archipelago. The hotel operations for these spa hotels are managed by Sunborn Saga Oy under a lease agreement.

Naantali Spa Resort features 218 rooms and 40 additional timeshare apartments, while Ruissalo Spa Hotel offers 175 rooms. Both hotels provide a wide range of additional facilities and services, including conference and ballroom spaces, spa facilities with treatment rooms and a pool complex with saunas, a fully equipped fitness center, rehabilitation facilities, restaurants, bars, cafes, and lounges.

The year 2023 was financially challenging due to inflation-driven increases in the costs of raw materials, energy, financing, and other expenses. The global situation remains unstable with the ongoing war in Ukraine and the rise of other crises. Consumer demand has slowed, and customers are more cautious with their spending. Despite these challenges, the company's management remains optimistic about the future. Both spa hotels have maintained their positions as the leading hotel destinations in the region, with key figures outperforming those of competitors. Customer satisfaction remains at a high level.

Sunborn Saga Oy is dedicated to enhancing its environmental performance and implemented a 3-year ESG strategy. One of the main objectives of this strategy is to achieve significant reductions in energy consumption and carbon footprint. As the business recovers, the company is once again focused on these investments in order to maintain its excellent market position and standards.

Details of the Group's financial performance in 2023 and the actions taken in response to inflation, can be found in our 2023 Annual Report.



Riikka Kuusniemi
CEO
Sunborn Saga Oy,
Sunborn Events Oy and
Saga Trade Finland Oy

Message from the CEO

Our ESG journey is off to a good start, but there is still a road ahead to reach our goals

I am pleased to present the ESG 2023 report, which showcases our company's unwavering commitment to sustainability and responsible business practices.

At Sunborn Saga Oy, we recognize the growing importance of Environmental, Social, and Governance (ESG) factors in shaping the long-term success of businesses and their broader impact on society. As a leading player in our industry, we feel it is our responsibility to prioritize environmental care, social responsibility, and strong corporate governance.

This report provides an in-depth overview of our ESG strategy and the progress we've made toward our goals over the past year. We highlight our achievements, discuss the challenges we've faced, and outline our future plans. We believe that transparent reporting and accountability are essential for building trust and ensuring a sustainable future for all our stakeholders.

Our ESG strategy is centered on three core pillars: environmental sustainability, social

impact, and governance excellence. Under these pillars, we have set ambitious targets and launched initiatives to reduce our carbon footprint, promote diversity and inclusion, enhance supply chain transparency, and strengthen our ethical business practices.

Throughout the year, we have achieved significant progress in various areas. We have successfully reduced energy and water consumption compared to pre-COVID levels, leading to a reduction in our greenhouse gas emissions. Additionally, our comprehensive diversity and inclusion programs have resulted in greater representation of underrepresented groups at all levels of our organization. We have also reinforced our governance practices by establishing robust mechanisms for employee feedback and engagement.

While we are proud of the strides we've made, we acknowledge that there is still much work to be done. Integrating ESG factors is a complex and ongoing process, and we are committed to continuously improving our performance. We will continue to invest in innovative technologies, collaborate with our partners, and hold ourselves accountable to meet our ESG goals.

The year 2023 has been challenging in many ways. The ongoing conflict in Ukraine, which began in February 2022, has led to rising costs in areas such as energy, food, and other essential expenses. At our hotels, corporate business and medical rehabilitation

have shown signs of improvement after COVID-19, but individual customer spending has decreased, affecting sales in the food, beverage, and treatment sectors. The travel industry continues to adapt to these challenges, including the pressure to raise prices. Many customers prefer domestic travel due to environmental and security concerns, resulting in a reduction of international travel, particularly from Asia and other non-European regions. However, we have seen an increase in travel from Scandinavia and German-speaking European countries.

Despite these challenges, both our hotels have maintained high customer satisfaction ratings, especially in terms of service. Our net promoter score remains strong and is expected to improve further as our renovation program progresses.

In 2024, hotel management will continue focusing on increasing revenue and profitability, enhancing customer service, and improving our hotel property management system. We will also continue to emphasize our corporate responsibility program, aiming to strengthen our position as a leader in reliable and responsible hospitality.

I would like to extend my gratitude to our employees, customers, and suppliers for their ongoing support and dedication to our ESG journey. Together, we can contribute to a more sustainable and inclusive future.

Corporate profile

Hotels

2

NAANTALI SPA

Rooms

258

Conference rooms

17

Restaurants

6

Cafes and bars

4

Spa department

1

Fitness center

1

Treatment facilities

1

RUISSALO SPA

Rooms

175

Conference rooms

8

Restaurants

1

Cafes and bars

4

Spa department

1

Fitness center

1

Treatment facilities

1



2. The Year 2023 in a summary



In 2023, Sunborn Saga's business operations were significantly impacted by inflation, driven by the war in Ukraine. Rising costs for raw materials, higher interest rates, and elevated energy expenses added pressure, while consumer spending remained cautious, especially during the summer and later months. As a result, Sunborn Saga Oy's revenue in 2023 remained below that of so-called normal years but increased by 4% compared to 2022. The total revenue amounted to €26.5 million

(compared to €25.5 million in 2022).

Despite these challenges, the year began with improved sales and results compared to 2022, and preparations were made for a busy summer season, including increased hiring and training efforts.

The summer season saw a strong start with corporate events and meetings, but individual holiday customer demand fell short of expectations, particularly in Naantali. As a result, visitor numbers and spending did

not meet targets. To adapt, the company took steps to manage costs and critically evaluated service availability to ensure profitability.

Throughout the year, both Naantali and Ruissalo Spas performed well compared to regional competitors, with strong occupancy rates, average room rates, and RevPAR. Customer satisfaction, as measured by NPS, remained high.

2. THE YEAR 2023 IN A SUMMARY



In terms of renovations and upgrades, Ruissalo Spa completed the renovation of first-floor rooms, converting former rehabilitation spaces into Nordic Deluxe rooms, which contributed positively to occupancy and revenue. System upgrades, including the introduction of an online check-in application and energy-efficient investments, were also continued in 2023.

Sunborn Saga's strategy was updated for 2023-2025, focusing on revenue growth, profitability, customer service, human resources, and product development. The company also maintained its commitment to responsible and sustainable tourism, renewing Naantali Spa's Green Key certification and advancing its participation in Visit Finland's Sustainable Travel Finland program.

Key Figures (IFRS) - Sunborn Finance Oyj

EUR thousand	1 Jan - 31 Dec 2022	1 Jan - 31 Dec 2023
Revenue	3 802	4 781
EBITDA	3 093	3 972
Operating profit	2 875	-208
Investment property (Spa Hotels)	62 195	58 876
Total equity	2 562	-5 107
Borrowings	50 212	54 965

Key Figures (FAS)- Operator Sunborn Saga Oy

EUR thousand	1 Jan - 31 Dec 2022	1 Jan - 31 Dec 2023
Revenue	25 467	26 520
EBITDA before rent and group admin	4 602	5 602

3. Sunborn mission, vision and core values



SUNBORN MISSION

We offer our customers a unique combination of high quality accommodation as well as restaurant, events, meetings, rehabilitation and wellness services.

SUNBORN VISION

We provide the best service experience in our market area in an interesting and responsible way.

OUR CORE VALUES ARE

Commitment

We embody an entrepreneurial spirit and adapt with flexibility when necessary. We honor our commitments, operate responsibly, and uphold fairness and integrity in all our actions

Joy of Working Together

We strive for shared success. We treat each other with respect and show a genuine willingness to help one another. We take pride and joy in our collective achievements.

Openness

We build trust through transparent and well-planned communication and actions.

We provide each other with open and constructive feedback, helping everyone achieve success in their work.

Courage

We make bold decisions, embracing the possibility of mistakes as opportunities to learn and improve. We take initiative, actively participate, and think creatively. We are unafraid to explore new possibilities and seize every opportunity that comes our way.

4. Customer oriented approach



About guest satisfaction and loyalty

Sunborn uses a reputation management tool “ReviewPro”. The tool collects information from several online channels, such as Booking.com, TripAdvisor, Google, Expedia, and Facebook. The data is compiled into a Global Review Index (*GRI).

With the help of the GRI, we compare our performance with a selected set of significant competitors. We define our preferred position among the competition yearly.

The GRI is comprised of five factors:

- Service
- Room
- Location
- Value
- Cleanliness

Via ReviewPro we also send a customer survey to all customers who have used our accommodation services. This forms an overall score, which is monitored regularly.

The overall score is comprised of seven factors:

- Housekeeping
- Sales & Marketing
- Management
- Food & Beverage
- Reservations
- Spa & Wellness
- MICE

The most important element of the survey is Net Promoter Score (*NPS), which measures the loyalty of the customers and their likeliness to recommend the service. We set yearly goals for our NPS.

The feedback is compiled monthly and discussed with the board of directors, middle management and other staff. With the help of feedback we develop both our physical premises and customer services.



4. CUSTOMER ORIENTED APPROACH

RESULTS 2023 VS. 2022 / RUISSALO SPA

GRI

Number of feedbacks 2023:
1042 pcs (2022: +217)
GRI 77,1% (2022: -1,6%)

Most significant explaining factor is the lack of air conditioning. Customers also complain about the paid parking.

CUSTOMER SURVEY

Total responses 2023:
2610 pcs (2022: 2644)
Overall Score 2023:
3,88/5 (2022: 3,92/5)
NPS 2023:
24,41 (2022: 27,67)

RESULTS 2023 VS. 2022 / NAANTALI SPA

GRI

Number of feedbacks 2023:
1108 pcs (2022: +198)
GRI 82,5% (2022: +1,4%)

Most significant explaining factor is the lack of air conditioning. Customers also complain about the higher room rates during the peak season.

CUSTOMER SURVEY

Total responses 2023:
3096 pcs (2022: 3338)
Overall Score 2023:
4,18/5 (2022: 4,21/5)
NPS 2023:
45,93 (2022: 46,94)

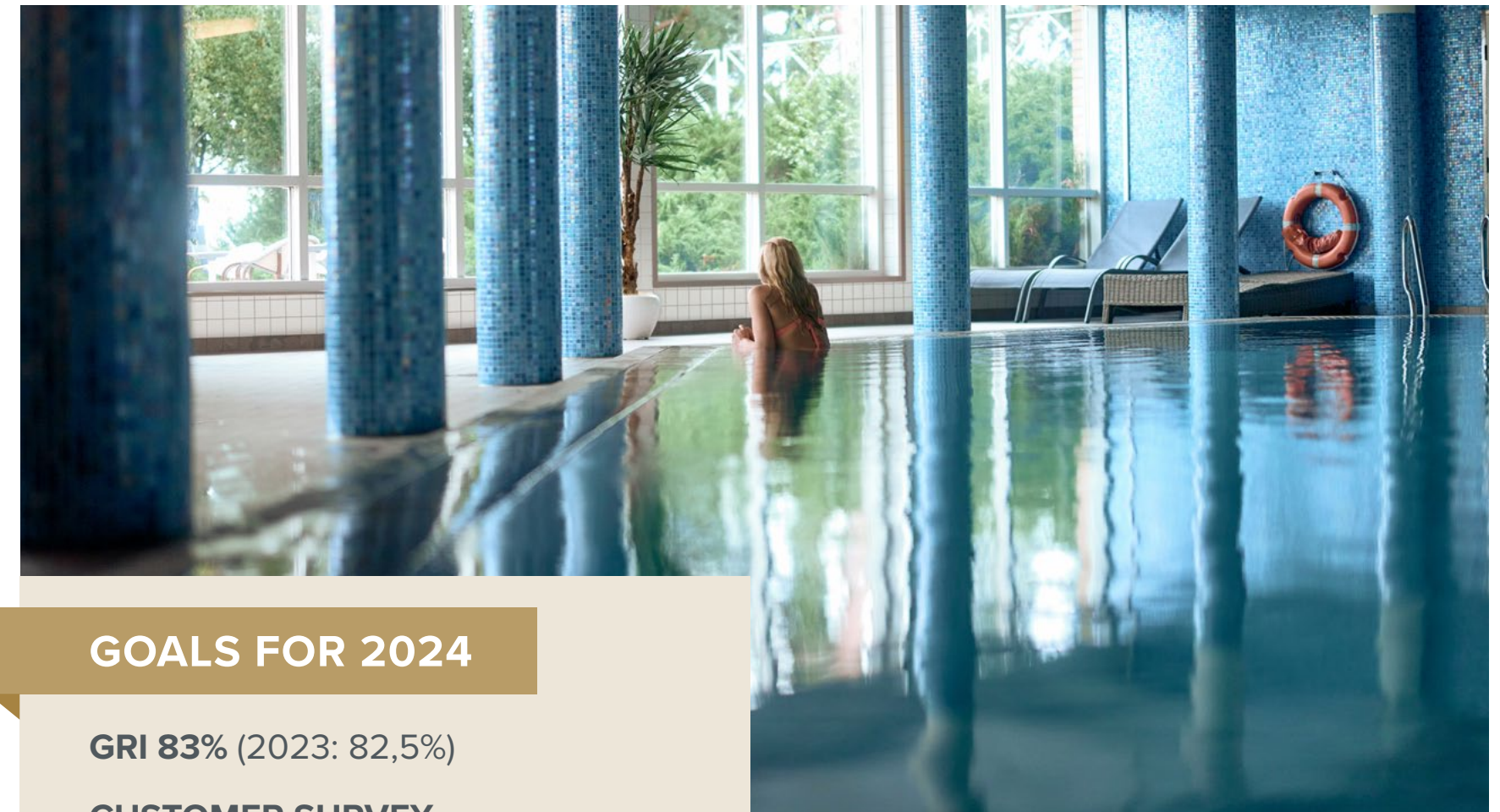


GOALS FOR 2024

GRI 79% (2023: 77,1%)

CUSTOMER SURVEY

Overall Score **4,10/5** (2023: 3,88/5)
NPS **29,00** (2023: 24,41)



GOALS FOR 2024

GRI 83% (2023: 82,5%)

CUSTOMER SURVEY

Overall Score **4,30/5** (2023: 4,18/5)
NPS **50,00** (2023: 45,93)

4. CUSTOMER ORIENTED APPROACH

Loyalty

Our loyalty program is called Sunborn Club (former Spa Club). The Club has 6166 members in total including lunch pass users and corporate loyalty program. These members are highly committed and loyal, returning customers. There is a membership fee which is payed once upon joining and it entitles to an infinite membership and different, valuable benefits.

The benefits have three different levels: all-time benefits are valid all year round, immediate benefits are changing and can be used once during a certain period and the most valuable super benefit can be used once during a year. The super benefit is a significant discount, such as -50% from accommodation prices.

Sunborn Club has its own mobile application with all the benefits and other information as well as a quarterly newsletter for members only.



5. Making Sunborn a more attractive employer

Sunborn must be a work community where everyone is treated respectfully and equally. The obligation to promote equality applies to all activities as employer and to all members of the Sunborn work community. Sunborn is committed to promoting equality and non-discrimination and to preventing discrimination in all its activities. Equality issues are taken into account in personnel planning, preparations and decision-making.

Sunborn's goals for maintaining equality in the workplace:

1. the workplace and the atmosphere at work are non-discriminatory
2. personnel policy is equal from recruitment to termination of employment
3. supervisors adhere to equality in their actions.

The special development targets for the year 2023 have been:

Work Ability/Health:

- **Tools for Supervisors:** A tool for supervisors to monitor, support, and manage employee work ability (Pihlajalinna's work ability app).
- **Training Participation:** Every supervisor has participated in work ability support training provided by the pension insurance company.
- **Investment in Digital Onboarding/ Training:** Focused on enhancing the digital onboarding and training platform (Vuolearning).

Work Ability Metrics:

- Number of workplace accidents, number of rehabilitation supports, permanent and part-time disability pensions.

Safe Work Environment:

- **Event Industry:** Harassment contact person available at events.
- **Principles Launched:** Principles of a safer space have been introduced.

Employment of Partially Disabled Individuals:

- **Work Trial Placements:** Provided work trial placements for 11 partially disabled individuals in the spas during 2023.

Monitoring

The measures are monitored together with the occupational health and safety representatives in the Co-operation Committee.

The implementation of equality is assessed at the unit level, e.g. In development discussions and at departmental meetings.

The report on Sunborn's equality situation required by the Equality Act is made annually in the personnel plan.

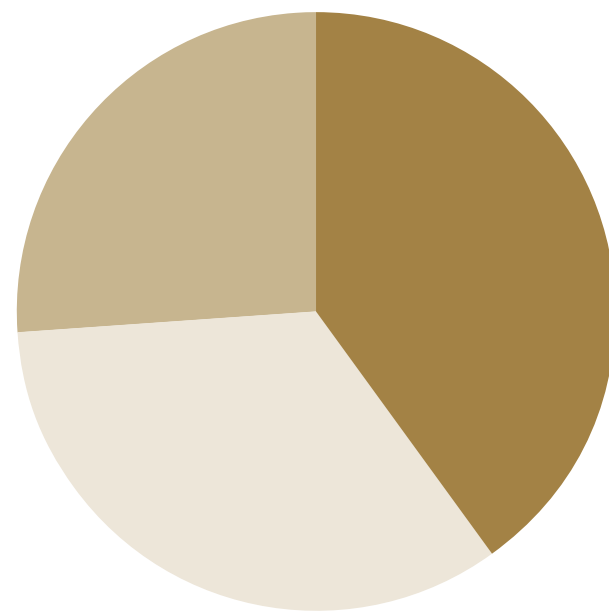
	Aim	Measures	Responsible persons	Indicator
Health	Prevent impairment of work capacity and support the coping at work of personnel with partial work ability.	Establishing an early support model in supervisory work.	Unit supervisors, HR	Development of the number of employees working part time for health reasons. The number of sick leaves per department. Reason for sick leave.
Age equality	Coping at work and retention at work of employees of different ages.	Monitoring the coping at work of older employees.	Unit supervisors, HR	Personnel survey Development discussions
Equal treatment of employees in recruitment and during employment	Employees are not discriminated against on the grounds of age, origin, citizenship, belief, opinion, political activity, trade union activity, family relationship, state of health, disability, sexual orientation or any other personal reason.	Supervisors and employees are instructed to act in accordance with the equality plan.	Unit supervisors, HR, employees	Personnel survey and number of cases that come into light.

5. MAKING SUNBORN A MORE ATTRACTIVE EMPLOYER



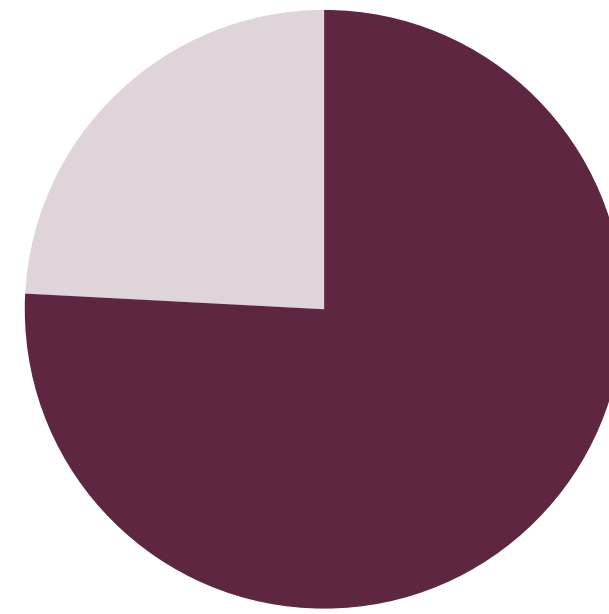
Number of employees 414

- Full time 144
- Part time 108
- Extras 162



Age

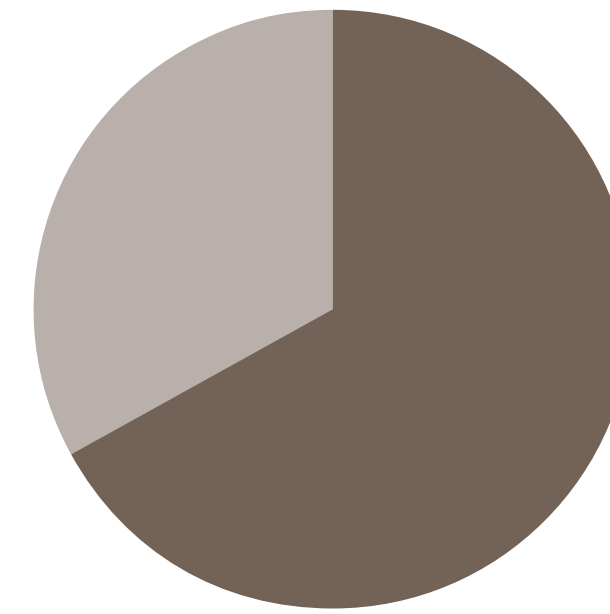
- 40% under 30
- 34% 30-50
- 26% over 50



Gender

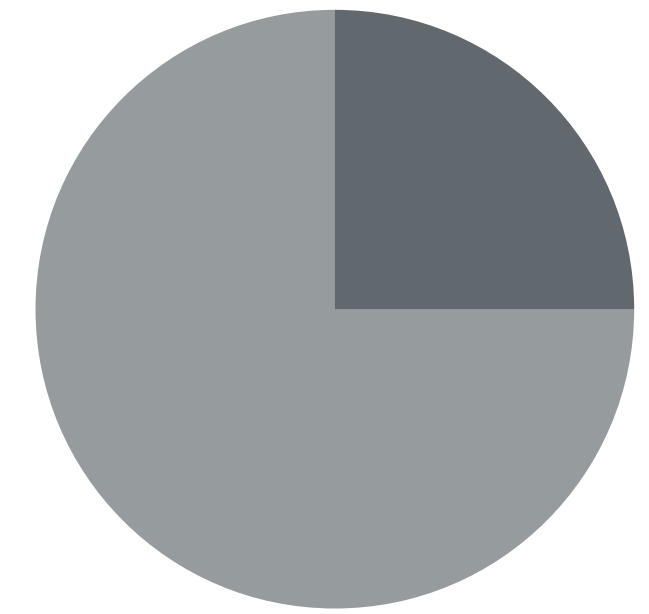
- 76% female
- 24% male

Gender balance in executive management positions



Group Executive Committee

- 67% female
- 33% male



Board of Directors

- 25% female
- 75% male

(Sunborn Saga Oy, Saga Palvelut Oy, Saga Personell Oy)

5. MAKING SUNBORN A MORE ATTRACTIVE EMPLOYER



Talent engagement

In late 2022, Sunborn reviewed and updated its strategy for the coming years, with a particular focus on identifying the development needs of our personnel. Individual development plans for staff are reviewed annually during development discussions. The strategic reform established the following key priorities:

1. Achieving profitable growth
2. Ensuring the well-being of personnel
3. Delivering top-notch service
4. Creating a high-quality product

Sunborn Academy

Sunborn has established Sunborn Academy, which coordinates training for various target groups through a biannual training calendar. In 2023, we continued our close educational partnership with the Raisio Regional Education and Training Consortium (Raseko), including supervisor training specifically for Sunborn. Each year, 10 students are selected to participate in this program. Our personnel also have access to training organized by the Finnish Hospitality Association and other relevant organizations.

We have also strengthened our collaboration with Turku University of Applied Sciences and, in partnership, we are organizing degree programs for selected employees and supervisors.

Training and Development

Throughout 2023, we conducted a range of trainings focused on sustainability, digitalization, service, and team leadership. In the current environment, developing well-

trained and engaged colleagues is more crucial than ever. From the initial interview process through comprehensive orientation and development programs, we are dedicated to exceeding colleague expectations and providing a positive job experience.

Summer Recruitment and HR Strategy

During peak season, Sunborn Saga hires over 100 new employees annually. Our HR department invests significant effort into ensuring adequate staffing by implementing reskilling and upskilling initiatives for current employees, carefully planning recruitment processes, and hiring additional short-term workers for the season. This approach ensures that our hotels maintain their service quality and operating hours. We are also reviewing our HR strategy to ensure the future availability of qualified staff and their training.

Digital Onboarding and Sustainability Training

New colleagues joining the Sunborn Group are empowered through our digital onboarding platform, which familiarizes them with our culture, company, and story. This platform also includes a sustainability training program that promotes a general understanding of sustainability issues and practices within the Sunborn Group. This program is available to all existing employees as well.

Supporting Career Growth and Ensuring Health and Safety

We provide training for department heads to support their career growth and foster the development of our service concept and business culture. Additionally, we prioritize health and safety across all operations.

5. MAKING SUNBORN A MORE ATTRACTIVE EMPLOYER

Health and Safety

Our top priority is to create a safe working environment for all employees. We regularly assess our occupational health and safety performance to identify areas for improvement. In 2023, we recorded a total of 12 incidents resulting in lost time, most of which were minor injuries. To further reduce injury occurrences, we are fully committed to enhancing our training programs and consistently implementing improvement measures. In 2023, we introduced Near Miss reporting for our staff. The goal is to quickly address potential risks and improve workplace safety.

Sunborn Group has always emphasized colleague wellness, investing considerable time and resources in developing a corporate culture that prioritizes physical and mental health, as well as proper nutrition. Our wellness activities take a comprehensive approach to supporting overall well-being while also fostering teamwork.

We adhere to the Early Support Model guidelines, developed in collaboration with occupational health care. This model includes supervisor guidelines for managing sick leave, a substance abuse program, formal procedures for addressing issues, and conducting return-to-work interviews. Additionally, we aim to organize annual occupational well-being training and/or projects in collaboration with our pension insurance partner, Elo. In 2023, we implemented an electronic tool to facilitate the work of our supervisors.

To gauge employee satisfaction, we conduct regular surveys at least every two years. We also offer employee benefits focused on promoting well-being in the workplace, which are reviewed and approved annually. Twice a year, in spring and autumn, we organize the Annual Colleague Wellness Month, featuring fitness tests, gym guidance, exercise classes, lectures, and guided walking tours. In 2023, we also entered into a partnership agreement with 4Ever Fitness Services to offer our staff a wider range of exercise options and wellness services.

Meals are provided for our personnel, and work clothing is issued by the employer based on specific job requirements.

To ensure occupational safety and health, we have a structured system in place, including an occupational safety and health organization, a dedicated manager, designated commissioners, and a committee that meets four times a year or as needed.

Early 2023 we completed a review of our occupational health services to further enhance employee well-being and improve preventive health services. A new agreement with our new partner took effect in March 2023.

Conclusion

Our commitment to colleague safety and well-being goes beyond mere regulatory compliance. We continuously strive to cultivate a supportive work environment where every individual can thrive.



6. Acting with responsibility



Green Key and Sustainable Travel Finland certificates

Naantali Spa Hotel has been awarded the Green Key certificate two years ago in the fourth quarter of 2021. The Green Key certificate is the leading standard in the tourism industry for promoting environmental responsibility and sustainable practices. It reflects the hotel's commitment to meeting the strict criteria set by the Foundation for Environmental Education. By staying at a Green Key establishment, guests can be confident that their choice contributes to environmental conservation efforts. Ruissalo Spa Hotel acts according to the Green Key criteria to great extent but has not yet applied for the certificate.

Naantali Spa Hotel also joined the Sustainable Travel Finland program in the spring 2022. The idea of the Sustainable Travel Finland label is to provide companies and destinations with a concrete toolkit for sustainable travel, which facilitates the adoption of sustainable measures and choices in the everyday operations of a region or company. Starting the Sustainable Travel Finland development path or applying for the label is free for companies or regions. However, the measures may incur costs, and the work will undoubtedly require time and human resources. Companies and destinations awarded with the Sustainable Travel Finland label have access to a continuous development model, the latest information on the sustainable development of travel, marketing support, and additional visibility through Visit Finland's channels.

The Sunborn Group strives to be a pioneer in sustainable development and environmentally friendly operations.

Both Green Key and Sustainable Travel Finland certification demand yearly improvements in sustainable practices. Since obtaining these certifications, both hotels have consistently surpassed the requirements, showcasing their commitment to sustainability beyond the certification standards.





Environmental management

Sunborn Group is fully dedicated to upholding environmental concerns, as evidenced by our appointment of an environmental coordinator. Sustainability matters are integrated into the orientation and team meetings as an essential aspect. Furthermore, we conscientiously relay our company values to our esteemed guests, offering various avenues for recycling, energy conservation, and eco-friendly transportation within our hotels. As a further testament to our dedication, Sunborn Group diligently adheres to all environmental regulations while constantly striving to minimize our ecological footprint.



Staff involvement

The hotel management regularly holds meetings with staff to keep them informed about current and upcoming environmental initiatives. These meetings also double as brainstorming sessions for new ideas. The Green Committee, comprising representatives from various departments, meets 3-4 times a year to discuss these initiatives.

Both the Environmental coordinator and Green Committee members undergo comprehensive training on environmental and sustainability topics. This training encompasses a wide range of subjects, including social, cultural, economic, human rights, and crisis management issues. The objective is to deepen their understanding of environmental management and to enhance awareness among guests, suppliers, and the local community.

In addition, every staff member is required to attend at least 1-2 training sessions annually to actively contribute to our environmental and sustainability efforts.



Guest information

Guests staying at our hotels will be informed about our environmental initiatives through TV monitors located in their rooms, as well as in public and conference areas. We strongly encourage our guests to make use of local public transportation options, such as buses and boats, as well as our shuttle services. In addition, we offer bicycle, rowing boat, SUP board and canoe rental and provide guidance on nearby walking tours.

To help reduce our environmental impact, we focus on energy and water conservation. We inform guests about how they can contribute to these efforts while staying at our establishment.



Water

To reduce our environmental impact and save money, we regularly track our overall water usage and water usage per guest night each month. We have installed water-restricting devices in all guest room toilets and showers to meet the Green Key limit of 6 liters per toilet flush and 9 liters per shower. Likewise, our kitchen and housekeeping staff have been trained to use dishwashers, kitchen equipment, and laundry machines in the most eco-friendly manner to conserve energy and water.

Our spa hotels adhere to nationally approved standards for water quality, lifeguard availability, and pool safety. In Naantali, our outdoor pool is covered when it is not in use to help conserve energy. As a spa hotel, our water consumption is naturally higher than hotels without pool facilities, but we strive for responsible consumption by utilizing energy-efficient showers.

Finnish tap water is the best in the world and we actively advise our guests to drink tap water instead of buying bottled water.



Green Key



Housekeeping

To ensure transparency and cater to guest preferences, all rooms feature signs indicating that sheets and towels will be exchanged upon request. To conserve water and reduce laundry, linens and towels are changed every three days unless guests request otherwise.

In our commitment to health and environmental sustainability, we have minimized the use of cleaning products containing hazardous chemicals. We have also optimized our cleaning methods to use the least amount of detergents and water possible. All cleaning chemicals used are eco-labeled. Our personnel have received training in the latest, up-to-date cleaning techniques.

Additionally, we prioritize eco-friendly options by using environmentally conscious paper towels, facial tissues, and toilet paper. By adopting microfiber cloths for cleaning, we have significantly reduced our consumption of paper, water, and chemicals, further minimizing our environmental impact.

All our cleaning equipment and materials are sourced from trusted, eco-certified partners.



Waste

Our hotels have taken significant strides in the development of waste reuse and recycling initiatives. In accordance with both national and local legislation, we separate and recycle materials such as paper, cardboard, metal, cans, glass, plastic, bottles with refundable deposits, organic waste, and cooking oil. Our sorting facilities are easily accessible to both our staff and customers.

We measure our food waste daily and actively work to minimize it, not only in food production but also by informing and educating our guests, particularly during breakfast and buffet-style operations, to reduce the amount of food wasted.

In an effort to reduce waste, we have implemented a policy that discourages the use of disposable cups, glasses, plates, and cutlery throughout our hotels. However, there are limited circumstances, such as the pool and fitness areas, where disposable

materials are still permitted. Even in these areas, we continuously strive to find more sustainable alternatives. Furthermore, we have made a conscious decision to replace individually packaged single-use containers of shampoo and other toiletries with environmentally friendly dispensers that are produced and packaged in an environmentally conscious manner.



Energy

The hotels prioritize energy efficiency in their lighting, aiming for over 75% of all bulbs to be LED or other energy-efficient options. Currently, in Naantali, over 90% of the bulbs are already LED.

A major project for the coming years is the renewal of the heating and air-conditioning systems in both hotel locations. Additionally, whenever new equipment, such as refrigerators, heating cupboards, or minibars, is purchased, energy-efficient models are always prioritized. The goal is to significantly reduce energy consumption within the next three years.

We are also measuring our carbon footprint and consider our guests the possibility to offset their own footprints.

Furthermore, we have made a conscious and proactive effort to replace various appliances, such as kitchen and cleaning equipment, with newer, more energy-efficient options.



Food & Beverage

Sustainability and the use of fresh, local, and seasonal products in our restaurants are core values that drive all decisions in our restaurant operations. Our staff is fully committed to these values, having received training and participated in visits to our suppliers and farmers.

We prioritize seasonal local food and the minimization of food waste. Both spas feature an event calendar that strongly emphasizes sustainability, including initiatives like Food Waste Week, Earth Hour, and World Vegan Day. To meet the high demand for coffee, we exclusively serve

fair-trade labeled coffee. To further reduce food waste, we offer smaller portion sizes in our buffet and encourage responsible plate filling, with leftover food being repurposed through innovative methods. We consistently provide vegetarian and vegan options, with an expanding selection of vegetarian dishes. For example, in Naantali, we offer a completely vegan lunch once a month. Social responsibility is also a key focus, as we aim to promote sustainable attitudes and consumption behaviors among our customers, owners, and staff.



Indoor environment

All our indoor facilities, including all hotel rooms, are non-smoking. Additionally, our staff is not permitted to smoke during working hours to minimize health risks and avoid any discomfort caused by smoking. In our commitment to continuously improving our facilities and indoor environment, we use environmentally friendly products during refurbishments. For example, when the main lobby and café area at Naantali Spa Hotel were renovated last year, many existing furniture pieces were reused by reupholstering or partially updating them. Our extensive pool area, beauty salon, large modern gymnasium, and specialized exercise rooms, such as yoga studios, further enhance our guests' well-being.



Green areas

We have always valued the garden spaces in Naantali and Ruissalo, dedicating considerable effort to their upkeep. However, we prioritize reducing chemical usage and minimizing the risk of pollution. Therefore, we do not use chemical pesticides or fertilizers in our green areas. Watering is restricted to morning or evening hours to conserve resources. Additionally, when cultivating new green spaces, we focus on planting native species. To enhance biodiversity and educate both our staff and guests, we have introduced beehives and bird nest houses in the garden areas, which are accessible to all visitors.



Corporate social responsibility

Sunborn is a proud and committed partner of The Unique Archipelago Sea operation, which we support both financially and by hosting events.

Both of our spa hotels play a vital role in their respective communities, actively collaborating with and supporting local businesses and organizations as an integral part of our operations. The Sunborn Group holds legal ownership of various properties, including land and water rights, and ensures that all its operations related to the environment, health, safety, and labor comply with both

local and national laws and regulations.

We are dedicated to accessibility, offering facilities that cater to individuals with special needs, including wheelchair access. Our hiring practices are inclusive and non-discriminatory, with no bias based on age, race, gender, religion, socio-economic status, or other factors. To further support the communities around our hotels, we prioritize hiring local residents. Additionally, during peak seasons, we provide employment opportunities to over 100 students and young individuals in our hotels and restaurants.



Green activities

Our customers are attracted to Naantali or Ruissalo not just for our services, but also for the natural beauty of the surroundings. To enhance our environmental reputation and promote green activities, we provide information on various outdoor pursuits, such as walking, jogging, cycling, swimming, sailing, canoeing, and picnicking. We also collaborate with nearby attractions like the Moomin park for kids, several golf courses, and the Herrankukkaro recreational center situated in the heart of the archipelago.



Administration and purchases

The establishment ensures that all staff areas adhere to the same environmental and sustainability standards as guest areas. This includes efficient management of water, energy, and waste, as well as actively involving staff in environmental initiatives and awareness campaigns. We are committed to significantly reducing the use of stationery, paper, and brochures across all our business units and departments. Additionally, we encourage our third-party services and suppliers to adhere to our sustainability guidelines.

When purchasing new durable items, we prioritize those with eco-labels and ensure they are designed for long-lasting use. During renovations, we actively seek opportunities to reuse materials and furniture. We also donate reusable items such as mattresses, linens, towels, and furniture to our colleagues, local communities, and charity partners.

6. ACTING WITH RESPONSIBILITY



Naantali Spa

ENERGY

Energy	2019	2020	2021	2022	2023
Absolute electricity consumption (kWh)	4817735	3951539	4574785	4448076	4491757

CARBON

Results	
Total CO ² for reporting period	3330,57 t CO ² e
Total guestrooms carbon footprint	2705 t CO ² e
Total meetings carbon footprint	625 t CO ² e
Carbon footprint per occupied room on a daily basis	62,3 kg CO ² e
Carbon footprint per area of meeting space (1 sqm/sqft) on an hourly basis	0,1 kg CO ² e

WATER

Water	2019	2020	2021	2022	2023
Absolute water consumption (m ³)	48778,5	30312,9	30306,9	31874,4	30116,9

WASTE

Waste	2019	2020	2021	2022	2023
Waste (t)	182,273	130,466	170,319	179,076	141,513
CO ²	6,005	4,457	5,874	6,160	2,460
% of recycled	47	48	48	56	49

Note! Operations were partly districted in both hotels 2020, 2021 and 2022 due to Covid-19

6. ACTING WITH RESPONSIBILITY



Ruissalo Spa

ENERGY

Energy	2019	2020	2021	2022	2023
Absolute electricity consumption (kWh)	2026567	1653450	1834534	1752787	1755468

CARBON

Results	
Total CO ² for reporting period	1656,73 t CO ² e
Total guestrooms carbon footprint	1296 t CO ² e
Total meetings carbon footprint	361 t CO ² e
Carbon footprint per occupied room on a daily basis	47,3 kg CO ² e
Carbon footprint per area of meeting space (1 sqm/sqft) on an hourly basis	0,1 kg CO ² e

WATER

Water	2020	2021	2022	2023
Absolute water consumption (m ³)	9206,8	11651,2	16296	15274

WASTE

Waste	2019	2020	2021	2022	2023
Waste (t)	79,959	49,02	56,251	57,785	55,905
CO ²	2,66	1,733	2,171	2,201	0,910
% of recycled	35	38	43	46	48

Note! Operations were partly districted in both hotels 2020, 2021 and 2022 due to Covid-19

7. Sustainable development goals



The aims and yearly action plan reflect the practical efforts to achieve the environmental policy. The action plan covers environmental issues, as well as social, cultural, economic, quality, human rights, health, risk, and crisis management matters. The objectives are developed with input from both management and staff.

We particularly focus on the following areas:

- Providing clean water and reducing water consumption.
- Promoting affordable and clean energy.
- Encouraging responsible consumption.
- Supporting good health and well-being.

We are committed to achieving sustainable development goals, with a particular emphasis on reducing water and energy consumption. As a company that operates spa and pool facilities, we acknowledge that our daily water usage is higher than that of other hotels. However, we are actively seeking ways to reduce water usage across all our locations. Similarly, we are focused on decreasing energy consumption, with transitioning to more sustainable heating and cooling systems being a top priority in the coming years. We are also exploring alternative energy sources, such as solar panels, to further our sustainability efforts.

We understand that workplace satisfaction and a healthy lifestyle are crucial for optimal performance. We prioritize strong leadership and strive to maintain an open, creative, safe, and comfortable work environment. Treating our customers and employees with respect and prioritizing their health, safety, and well-being are central to our values.

In terms of responsible consumption, we are committed to recycling the waste generated by our operations. We maximize recycling efforts and prefer the use of reusable raw materials whenever possible.



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