



Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	Isabella Island Resort, Valamar Collection
Contact Name	Lara Gregorović
Telephone Number	+385996018055
Email Address	lara.gregorovic@valamar.com



Reporting

Have you measured your carbon footprint (Scope 1-3)?

Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.

Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.

Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.

Yes, we measure our carbon footprint, with a focus on Scope 2 emissions. This includes indirect emissions from the electricity consumed in our operations, which we regularly monitor as part of our sustainability reporting and energy management practices.

Do you have clear roles and regular reviews for sustainability?

Yes. We have clearly defined roles and responsibilities for sustainability within the organisation, ensuring accountability across different departments. Sustainability performance is regularly reviewed through internal monitoring processes and structured reporting. In addition, our approach is aligned with the Travelife sustainability certification requirements, which support continuous assessment and improvement of our environmental and social practices.

Do you report performance publicly or to guests with numbers or examples?

We report performance publicly.



Supporting Documents

Additional Comments

Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?

Yes, we set annual sustainability targets focused on reducing energy, water, and waste consumption. Each year, we define specific goals aimed at improving environmental performance and resource efficiency. For the current period, our targets include a 2% reduction in water consumption per overnight stay compared to 2025, a 5% increase in the share of renewable energy within total electricity consumption through continued use of renewable sources, a reduction in resource consumption per guest, and a 2% reduction in mixed municipal waste through improved waste separation and composting.

Do you use on-site renewable energy or other low-impact technologies?

Yes, we use on-site renewable energy through solar panels installed at the property, which are used for hot water production and help reduce overall energy consumption and environmental impact.

Do you check that guests and staff follow energy/water saving actions?

Yes. We encourage and monitor the implementation of energy and water saving actions by both guests and staff. This is supported through internal procedures, staff training, and regular operational checks, as well as guest communication via in-room signage and digital reminders

Waste



Do you have advanced recycling or composting systems?

Yes, we actively manage food waste through composting. We operate a composter on the island with a daily capacity of 540 liters, which allows us to process organic waste in an environmentally responsible way and reduce the amount of waste sent to landfill.

Do you measure food waste and report outcomes?

Yes, every year

Do guests understand and take part in waste reduction programmes?

Yes, guests are encouraged to participate in our waste reduction programmes. They are provided with clearly labelled waste separation bins, which makes it easy for them to sort and dispose of their waste responsibly during their stay.

Guests

Do guests have clear instructions for participating in sustainability actions?

Yes, guests receive clear instructions on how to participate in our sustainability actions. They are encouraged to separate waste using clearly labelled recycling bins, and we also raise awareness through visible messages and stickers placed around the property that invite guests to save energy and water during their stay.

Do you measure guest participation and get feedback?

Yes, we encourage guest participation in our sustainability initiatives through regular guest surveys, which allow them to share feedback and engage with our environmental and social practices during their stay.

Do you offer activities that benefit the local community or environment?

Yes, we offer activities that benefit the local community and environment. We support visits from local kindergartens and schools on the island, providing educational and experiential opportunities that help children learn more about nature, sustainability, and the local environment. In addition, we prioritize the use of locally sourced ingredients whenever possible, further supporting the local economy and reducing environmental impact.



Do guests receive reports or summaries about the hotel's sustainability performance?

Yes. Guests have access to information about the hotel's sustainability performance, which is available both online and on infomaps within the hotel.

Do you inform guests about your sustainability actions (digital, in-room, signage)?

Yes, we inform guests about our sustainability actions through multiple channels. This includes clear signage and stickers placed in guest rooms and public areas that promote responsible use of resources such as energy and water. In addition, we use digital communication via in-room television systems to further inform and remind guests of our sustainability initiatives and encourage their participation.

Are guests invited to participate (towel reuse, recycling, water refills)?

Yes through signalization.

Do you provide any incentives for guest participation?

We encourage guest participation in our sustainability initiatives through clear communication and awareness measures, such as in-room digital messages and visible signage that promote responsible use of energy, water, and waste separation. While we do not offer formal financial incentives, we actively engage guests by making sustainable choices easy and accessible during their stay.

Staff

Do you measure staff wellbeing and satisfaction?

Yes, we measure staff wellbeing and satisfaction through regular employee surveys, which help us monitor overall satisfaction, engagement, and areas for improvement within the workplace.

Do you track inclusion, diversity, and fair opportunities?

Yes, we monitor inclusion, diversity and equal opportunities within the company through internal HR processes and regular employee surveys, ensuring fair and transparent practices across recruitment, development and career progression.



Do staff lead or take part in community projects?

Yes, our staff actively participate in community projects, particularly through hosting visits from local schools and kindergartens. These activities support educational experiences for children and strengthen our engagement with the local community.

Do staff understand and can they explain your sustainability practices to guests?

Yes, staff are trained to understand our sustainability practices and are able to communicate them clearly to guests when needed. This is ensured through regular internal training sessions and onboarding processes, which cover key environmental and operational sustainability measures implemented within the resort.

Accessibility

Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?

We dont offer these kind of services.

This submission has been sent via the Sustainability Questionnaire form.

More Information & Support

If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: inspired@from-now.com



References

- ¹ SDG <https://sdgs.un.org/goals>
- ² SBTi <https://sciencebasedtargets.org/>
- ³ GRI <https://www.globalreporting.org/>
- ⁴ ISO 14001 <https://www.iso.org/standard/60857.html>