



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Isabella Island Resort, Valamar Collection
Hotel Website	https://www.valamar.com/en/hotels-porec/valamar-isabella-island-resort
Contact Name	Lara Gregorović
Telephone Number	0996018055
Email Address	lara.gregorovic@valamar.com

General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes
Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	Yes



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Policy is shared on the website, brochure and available in-room materials
Who is responsible for sustainability?	Lara Gregorović, General Manager
Please list any green certifications, labels, or recognition achieved.	The company holds recognized environmental and sustainability certifications, including the Green Certificate, Blue Flag certification, and ISO 14001 Environmental Management System.
Supporting Documents	ISO14001.pdf
Additional Comments	

Energy & Water

Do you measure energy and water use?	Yes
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	Yes, we actively implement measures to reduce energy consumption. Part of our solar panel system is used for water heating, while the remaining capacity contributes to reducing overall electricity consumption and reliance on conventional energy sources. In addition, we raise guest awareness about energy saving by placing visible stickers and reminders that encourage responsible energy use during their stay.
Do you use renewable energy or a green energy tariff?	Yes, we use on-site renewable energy through solar panels installed at the property, part of the solar panels are used for hot water production and other part is used for reducing overall electricity.



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?

Yes, we take measures to reduce water consumption. We use water-saving aerators that regulate water pressure and flow, helping to reduce overall usage. In addition, we raise guest awareness by placing visible stickers that encourage responsible water use during their stay.

Do you have refillable water stations for guests and staff? How are guests informed?

Yes, refillable water stations are available as part of our all inclusive offering. Guests are informed that they can use them in the restaurant during meal times and at the lobby bar throughout the day. This option is also explained during the reservation process as part of the all inclusive description and again at check-in.

Do you have a policy on energy and water conservation?

Yes

Do you have Electric Vehicle charging spaces at your property?

Not on the island, but on the parking lot in the city.

How does your organisation approach AI (Artificial Intelligence) usage?

Our organisation approaches the use of Artificial Intelligence in a controlled and supportive way, focusing on improving efficiency and internal processes while maintaining data security and compliance standards. We use Microsoft Copilot as an AI-assisted tool to support everyday work, such as document preparation, data processing, and productivity enhancement, while ensuring that final decisions and outputs remain under human supervision.

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?

Yes



Are bins clearly labelled?	Yes
Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	Yes
Do you manage food waste (e.g., donation, composting, or special disposal)?	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.
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	310
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted



Is seafood responsibly sourced (MSC², ASC³, or similar)?

Yes, Always

Do you communicate sourcing choices to guests (menus, signage, digital)?

Yes, menus

Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?

Yes, all guest products

Are environmentally responsible cleaning products used (e.g., Green Seal⁴, EcoLabel⁵)?

Some cleaning products

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer⁶, B Corp⁷, Shine⁸, etc.)

Yes, certified/accredited



Do you have policies on equal treatment, diversity, and inclusion?

Yes. At the company level, we have a formal policy on equal treatment, diversity, and non-discrimination. This policy promotes equal opportunities for all employees regardless of gender, age, nationality, religion, disability, or any other personal characteristic, and it guides our recruitment, development, and workplace practices to ensure an inclusive and respectful working environment.

Are staff wellbeing programmes in place (mental health, safe working conditions)?

Yes. At the company level, we have a comprehensive Health and Safety policy that ensures safe working conditions and supports employee wellbeing. This includes workplace safety procedures, regular training, risk assessments, and initiatives that promote a healthy and supportive work environment for all staff.

Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?

Yes, detailed information

Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?

Yes, fully accessible

Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?

Yes, all features listed



Are staff trained to assist guests with a wide range of access needs (not just mobility)?

Yes, all staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?

Yes, regularly

Do you report on sustainability performance?

Yes, publicly

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 FSC-certified <https://uk.fsc.org/>
- ² MSC <https://www.msc.org/uk>
- ³ ASC <https://asc-aqua.org/>
- ⁴ Green Seal <https://greenseal.org/>
- ⁵ Ecolabel <https://eu-ecolabel.de/en>
- ⁶ Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>
- ⁷ B Corp <https://bcorporation.uk/>
- ⁸ Shine <https://shine.northeast-ca.gov.uk/>