

poročilo o korporativnem
trajnostnem razvoju 2003



report on sustainable corporate
development 2003





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development 2003

**Poganjamo svet z
ustvarjalno energijo**

**Powering the world with
creative energy**



kazalo

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Sporočilo predsednika uprave Istrabenz, d.d.

Načela spreminjamo v dejanja

Takošnje delovanje je, kot v Skupini Istrabenz razumemo načela trajnostnega razvoja, pogoj za kredibilnost naše zaveze. Opredelitev za trajnostni razvoj, za katerega smo se izrekli skupaj z novimi smernicami strateškega razvoja pred letom dni, smo tako v letu 2003 že dejavno izvajali.

Širitev in preoblikovanje našega delovanja v energetiki smo utemeljili na celovitih energetskih rešitvah, s čimer poudarjamo gospodarnost in ravnotežje z okoljskimi danostmi. V zadnjem desetletju smo v Skupini Istrabenz dosegli velik preskok z uvajanjem naprednih plinskih tehnologij v industrijske procese in okoljske rešitve ter v preteklih treh letih postali dejavni pri širjenju omrežja za zemeljski plin v naših plinskih družbah.

Menimo, da regija, v kateri delujemo, odpira veliko možnosti prav na področju oskrbe z obnovljivimi viri energije in da je veliko mogoče narediti za dvig sedanje energetske učinkovitosti. To so osnove, na katerih posluje naša nova družba Istrabenz energetske sistemi. Male hidrocentrale, ki jih je začela graditi v Bosni in Hercegovini, bodo oskrbovale celotno dolino Fojnice, lesna biomasa v obliki briketov in peletov pa bo obnovljiv vir energije, s katerim bomo oskrbovali tudi uporabnike na trgih Evropske unije. Sklenili smo tudi dogovore o izboljšavi energetske učinkovitosti s prvimi slovenskimi občinami. Nismo torej veliko premišljali, preden smo se lotili uresničevanja svoje zavezanosti trajnostnim načelom.

Naravne in kulturne posebnosti ter dragocenosti so razvojni vir, ki poganja turizem kot drugo temeljno dejavnost Skupine Istrabenz. V njem nastopamo kot odprt partner lokalnih skupnosti. Zavzemamo se za projekte in rešitve, ki bodo ovrednotili prednosti tega okolja in pospešili njegov vsestranski razvoj. Z obnovo starega hotela Palace, ki se je lotevamo v sodelovanju s piransko občino, nameravamo iztrgati propadu zaščitni znak osrednjega slovenskega letovišča. Sodelujemo pri projektih, ki bodo nadgradili kulturne in naravne posebnosti Slovenske Istre ter jih spremenili v del turistične ponudbe. Tako bomo ravnali tudi v svojem odnosu do hrvaškega kulturnega prostora, kamor smo vstopili s turistično dejavnostjo. Morda predstavlja gospodarjenje z naravnimi znamenitostmi, kakršne so Postojnska jama in tamkajšnja sistema podzemnih kraških jam, najvišjo raven doseganja ravnovesja med gospodarskimi interesi in prednostmi naravnega okolja. Za

Message from the Chairman of the Management Board

Turning principles into action

Because we at the Istrabenz Group understand the principles of sustainable development, immediate action has paramount importance for maintaining confidence in our commitment. Sustainable development was set out in our new Strategic Development Guidelines a year ago and was accordingly actively implemented in 2003.

We based the expansion and reorganisation of our energy division on comprehensive energy solutions, focusing on the economical use of energy resources and respect of the environment. At the Istrabenz Group, we have managed to make a huge leap over the past decade by introducing advanced gas technologies into industrial processes, as well as environmental solutions. In the past few years, we have started expanding mains for natural gas through our gas companies.

We believe the region we work in offers many opportunities for the supply of renewable energy sources and that much can be done to increase the current levels of energy efficiency. Our new company, Istrabenz Energetski sistemi, follows such guidelines. The small hydroelectric plants that the company has started to build in Bosnia and Herzegovina will supply energy to the entire valley of the Fojnica River, while wood biomass in the form of briquettes and pellets will provide a renewable energy source for our customers in European markets. We have entered into agreements with certain Slovenian municipalities regarding improvements in energy efficiency. We did not have to think twice before starting to put into effect our commitment to sustainability.

Natural and cultural resources and treasures are a source of the development of tourism, the second main activity of the Istrabenz Group. We operate in this area as an open partner with local communities. We are committed to projects and solutions that will facilitate the advantages of local communities and enhance their general development. By renovating the old Palace Hotel, a task undertaken in co-operation with the Municipality of Piran, we intend to save the main symbol of Slovenia's central holiday resort from decay. We are co-operating in projects aimed at upgrading the cultural and natural resources of the Slovenian Istria and turning them into part of the range of products available to the tourism industry. We intend to adopt the same approach to the cultural area of Croatia, which we have entered with our tourist activity.

gospodarjenje z njimi je pridobila koncesijo naša nova družba Postojnska jama, turizem, in prizadevali si bomo, da zaupanje upravičimo.

Namen Istrabenzovega delovanja v turizmu na področju energetike in naložb je z odgovornim podjetniškim ravnanjem spodbuditi razvoj okolja. Ni nam potrebno raziskovati, da bi odkrivali potencialne prostore, v katerih ustvarjamo. Želimo jih predvsem prebuditi na način, ki prinaša novo vrednost in pri tem spoštuje vsa merila: socialna, kulturna, okoljska in ekonomska.

Managing a natural treasure such as the Postojna Caves along with its two systems of Karstic caverns can easily be regarded as the highest level of harmonising economic interests and nature conservation. Our new company, Postojnska jama turizem, has won the concession to manage the caves and we will do our best to justify the trust instilled in us.

The aim of our activities at Istrabenz in the areas of tourism, energy and investments is to promote the development of local communities through responsible corporate behaviour. We do not need to explore the areas in which we work to discover their potential. We want to invigorate local communities in a way that brings added value and respect all aspects of life: social, cultural, environmental and economic.



Igor Bavčar,
predsednik uprave holdinške družbe Istrabenz, d. d.

Igor Bavčar,
Chairman of the Management Board of Istrabenz plc

Trajnostni razvoj v Skupini Istrabenz

Trajnostni razvoj je iskanje ravnovesja med sedanjimi in prihodnjimi ekonomskimi, ekološkimi in socialnimi potrebami. V Skupini Istrabenz vodimo in gradimo naše poslovanje v skladu z načelom družbene odgovornosti. Ob tem si želimo vseskozi dosegati visoko donosnost.

Vlaganje v dobre odnose z družbeno skupnostjo, skrb za zaposlene in delovanje v duhu ekološke uravnovešenosti nam zagotavljajo dolgoročno povezanost tako z naravnim kot družbenim okoljem. Družbam v Skupini omogočajo nenehno rast in razvoj, učinkovito in konkurenčno poslovanje ter prispevajo h kakovostnemu življenju posameznika.

Sustainable development at the Istrabenz Group

Sustainable development is all about trying to find a balance between present and future economic, ecological and social needs. At the Istrabenz Group, we conduct and base our operations on the principle of social responsibility. At the same time, we wish to constantly ensure high profitability ratios.

Investments in good relations with the local community and our care for our employees and operations in the spirit of environmental balance are an assurance of our long-term commitment to the natural and social environments. Group companies are therefore guaranteed constant growth and development, effective and competitive performance, while they are able to contribute to the quality of life of individuals.

družba

society

8

Faksimile "Spominske knjige
ljublanske plemiške družbe
Sv. Dizma"

The facsimile publication of the
Album of the Ljubljana's Noble
Order of St. Dizma



1. družba society

Članice Skupine Istrabenz zavestno ohranjamo odgovoren odnos do družbe tudi v okviru celovite sponzorske in donatorske politike. V prvi vrsti podpiramo projekte lokalnih skupnosti, v katerih poslujemo. Holdinška družba Istrabenz vložila v lokalno okolje kar dve tretjini sredstev, s čimer pripomore k razvoju regije, preostala sredstva pa nameni nacionalnim projektom.

Odgovorno podoba posameznih družb in Skupine kot celote v najširši javnosti gradimo in utrjujemo tudi z razvojem storitev, ki nadgrajujejo prednosti ter značilnosti naravnih ter kulturnih danosti v lokalnem okolju.

V minulem letu so članice Skupine Istrabenz v sponzorstva in donatorstva vložile skupno dobrih 279 milijonov tolarjev, kar je v primerjavi z lanskim letom za skoraj desetino več.

1.1. Kultura

Največja donatorska akcija holdinške družbe Istrabenz v letu 2003 je bila skoraj 5,5 milijonov vredna obdaritev štirih primorskih knjižnic, ki so prejele izdajo faksimila Spominske knjige ljubljanske plemiške družbe Sv. Dizma. Istrabenz je s svojimi sredstvi podprl tudi Gledališče Koper. V Istrabenz plinih in Actual-u I.T. smo večji del donatorskih sredstev namenili kulturnim ustanovam. Prvi smo največ podpore namenili obnovi spomenika Rotovž in izvedbi programov Narodnega doma v Mariboru, informatiki pa smo prispevali za kulturno društvo Tartini kvartet. Plinarska Maribor je podprla Pokrajinski muzej in Narodni dom, Postojnska jama, turizem, pa je sodelovala pri številnih kulturnih projektih Turističnega društva Postojna. Grand Hotel Adriatic se je odločil za sodelovanje s Hrvaško radiotelevizijo pri glasbeno-zabavnem projektu Dnevi hrvaške televizije v Opatiji. V Hotelih Palace smo nadaljevali z dolgoletno podporo slikarski prireditvi Ex-tempore.

1.2. Zdravstvo

Pomoč v višini skoraj petih milijonov tolarjev je Istrabenz namenil tudi Zdravstvenemu domu Koper za nakup urgentnega reševalnega vozila. Zdravstvu so pomagale tudi druge družbe v Skupini. Postojnska jama, turizem, je sodelovala v humanitarnih akcijah UNICEF-a in sofinancirala nakup bolniških postelj v Zavodu za pomoč materam in ostarelim Postojna. Hoteli Palace smo Splošni bolnišnici Izola namenili sredstva za nakup nujne medicinske opreme. V Hotelih Morje smo sodelovali z Društvom kardiologov Slovenije, Plinarska Maribor je finančno pomagala Splošni bolnišnici Maribor in Univerzi v Mariboru pri ustanovitvi Medicinske fakultete. OMV Istrabenz, Zagreb, je podprl Hrvaški paraolimpijski tim.

All Istrabenz Group members have a responsible approach to society by following a consistent sponsoring and donation policy. We give precedence to the projects of the local communities in which we operate. The Istrabenz Holding Company gives two-thirds of its donations to the local community, thereby contributing to the region's development, while the rest is allocated to nation-wide projects.

We are strengthening the responsible image of individual companies and of the entire Group in the eyes of the general public by developing services that upgrade the natural and cultural wealth of local communities.

In the past year, members of the Istrabenz Group invested over SIT 279 million in sponsoring and donations, which is almost one-tenth more than in the previous year.

1.1. Culture

The biggest donation made by the Istrabenz Holding Company in 2003 consisted of 5.5 million toolars given to four libraries in the coastal region, which received a facsimile publication of the Album of the Ljubljana's noble order of St. Dizma. Istrabenz also contributed funds to support the Theatre of Koper. Most donations by Istrabenz plini and Actual IT were given to cultural institutions. The former dedicated most of its support to the renovation of the Rotovž monument and the programmes of Narodni dom in Maribor, while the IT company gave contributions to the Tartini Quartet. Plinarska Maribor offered support to the Pokrajinski muzej and to Narodni dom; Postojnska jama turizem, on the other hand, co-operated in several cultural projects of the Tourist Association of Postojna. The Grand Hotel Adriatic decided to assist Croatian radio and television with their music and entertainment project Days of Croatian Television in Opatija. Hoteli Palace continued to support the painters' event Ex-Tempore.

1.2. Health care

Assistance of nearly five million toolars was given by Istrabenz to the Health Centre of Koper for the purchase of an ambulance. Other companies of the Group also contributed to health care. Postojnska jama turizem participated in UNICEF humanitarian campaigns and co-financed the purchase of patient beds for the Institute for the Assistance of Mothers and Elderly People in Postojna. Hoteli Palace donated funds to the Izola General Hospital for the purchase of urgently needed medical equipment. Hoteli Morje co-operated with the Cardiologist Association of Slovenia, while Plinarska Maribor offered financial support to the Maribor General Hospital and the University of Maribor for the establishment of a Faculty of Medicine. OMV Istrabenz Zagreb offered support to the Croatian paralympic team.

1.3. Pokroviteljstva v športu

Večina družb vloga sponzorska sredstva predvsem v športna društva, za dogodke in posameznikom. V Istrabenzu smo nadaljevali s pokroviteljstvom Olimpijskega komiteja Slovenije, jadrnice Maxi Jena, Košarkarskega kluba Koper, Nogometnega kluba Koper in jadrca Vasilija Žbogarja. V Istrabenz plinih, kjer imamo razvejano prodajno mrežo po vsej Sloveniji, sodelujemo s športnimi društvi in klubi v Kopru, Celju in Izoli, v Plinarski Maribor z mariborskimi in ruškimi športnimi klubi, v Postojnski jami, turizem, s klubi na območju Postojne, v Instalaciji, Marini Koper in Actual-u I.T. pa se usmerjamo v Slovensko Istro. V letu 2003 smo tako sredstva namenili Rokometnemu klubu Piran, Košarkarskemu klubu Koper in Nogometnemu klubu Dekani. V OMV Istrabenzu, Koper, smo že tradicionalno podprli enega od največjih smučarskih dogodkov pri nas, tekmovanje za Zlato lisico na Pohorju. Smučarje podpiramo tudi v OMV Istrabenzovi družbi na Hrvaškem, kjer smo sponzorji hrvaške reprezentance v alpskem smučanju.

1.4. Izobraževanje

Vse bolj vidno področje sponzoriranja postajajo izobraževalne ustanove. Holdinška družba Istrabenz je v lanskem letu namenila 10 milijonov sponzorskih sredstev novonastali Univerzi v Kopru, s svojimi sredstvi pa je pomagala tudi Visoki šoli za podjetništvo iz Pirana in pri izdaji znanstvenoraziskovalne knjige dr. Dušana Pluta "Prebivalstvo, energija in okolje v 21. stoletju". Plinarska Maribor je podprla nekatere vrtnice in šole na svojem območju. Postojnska jama, turizem, je v okviru posebnega projekta sponzorirala športni razred na osnovni šoli. Gre za projekt, pri katerem družba nudi finančno podporo za športno udejstvovanje ene generacije učencev od začetka do konca njihovega šolanja in tako prispeva k dvigu kakovosti življenja osnovnošolskih otrok. V Actual-u I.T. pa smo med drugim sodelovali tudi z Inštitutom za matematiko in fiziko.

1.5. Podpora ekološkimi projektom v družbenem okolju

Članice Skupine so bile tudi v letu 2003 sponzorsko prisotne v ekoloških projektih in dogodkih, povezanih z ekologijo in/ali njihovo dejavnostjo. Na področju ekologije smo v družbi Instalacija pomagali Zavodu za zdravstveno varstvo Koper pri nakupu prenosnega vzorčnika za odpadne vode. Istrabenz plini so podprli projekt EKO 2003 Gospodarskega vestnika in Ekološkega razvojnega sklada RS, kjer so šestič podelili okoljske nagrade slovenskim podjetjem. Istrabenz energetske sistemi so bili pokrovitelji tretje Balkanske energetske konference in pete Mednarodne konference Slobiom.

1.6. Z razvojem storitev do razvoja lokalnega okolja

Odgovorno podoba posameznih družb in Skupine kot celote v najširši javnosti gradimo in utrjujemo tudi z razvojem storitev, ki nadgrajujejo prednosti ter značilnosti naravnih ter kulturnih danosti v lokalnem okolju.

Redno in uspešno sodelujemo z lokalnimi skupnostmi, saj sta cilja našega delovanja sočasna rast in razvoj ožjega ter širšega okolja. V holdinški družbi Istrabenz smo bili v lanskem letu najbolj dejavni

1.3. Sponsoring sports

Most companies invest sponsorship money in sports clubs, events or individual athletes. Istrabenz continued sponsoring the Slovenian Olympic Committee, the Maxi Jena sailboat, the Koper Basketball Club, the Koper Football Club and the sailor Vasilij Žbogar. Istrabenz plini, which has a wide-spread sales network across Slovenia, co-operates with sports associations and clubs in Koper, Celje and Izola; Plinarska Maribor with clubs in Maribor and Ruše; Postojnska jama turizem with clubs in the area of Postojna, while Instalacija, Marina Koper and Actual IT focus on sports in the Slovenian Istria. In 2003, the Piran Handball Club, the Koper Basketball Club and the Dekani Soccer Club received support in this way. OMV Istrabenz Koper again sponsored one of the most important skiing events in Slovenia, the Golden Fox on Pohorje. Skiers also enjoyed the support of the OMV Istrabenz company in Croatia, which sponsored the Croatian Alpine Skiing Team.

1.4. Training

Education institutions are becoming increasingly more visible beneficiaries of sponsorship money. In the past year, the Istrabenz Holding Company donated 10 million toolars in sponsorship funds to the newly established University in Koper, while also helping the College of Entrepreneurship in Piran and with the publication of the scientific research by Dr Dušan Plut "Population, Energy and Environment in the 21st Century". Plinarska Maribor helped some nursery schools and schools in its region. Postojnska jama turizem sponsored a sports class at a primary school within a special project. The company offered financial support for the sports activities of a generation of students from the beginning to the end of their schooling, thus improving the quality of their lives. Actual IT co-operated with the Institute of Mathematics and Physics.

1.5. Supporting environmental projects in the social area

In 2003, some Group companies participated as sponsors in environmental projects, events and activities. Accordingly, Instalacija helped the Health Protection Institute of Koper with the purchase of a portable wastewater sampler. Istrabenz plini offered support to the project called EKO 2003, promoted by Gospodarski vestnik and the Ecological Development Fund of the Republic of Slovenia, giving environmental awards to Slovenian companies for the sixth year running. Istrabenz energetske sistemi acted as sponsor of the Balkan Energy Conference and of the fifth International Slobiom Convention.

1.6. Developing the local environment by developing services

We are strengthening the responsible image of individual companies and of the entire Group in the eyes of the general public by developing services that upgrade the natural and cultural wealth of local communities.

We are consistently and successfully co-operating with local communities since our goal is to simultaneously guarantee the company's growth and the development of local and wider communities. In the past year, the

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Redno in uspešno sodelujemo z lokalnimi skupnostmi, saj sta cilja našega delovanja sočasna rast in razvoj ožjega ter širšega okolja. V holdinški družbi Istrabenz smo bili v lanskem letu najbolj dejavni predvsem na področju turizma, v hčerinskih družbah pa pri prostorski ureditvi in energetiki.

1.3. Sponsoring sports

Most companies invest sponsorship money in sports clubs, events or individual athletes. Istrabenz continued sponsoring the Slovenian Olympic Committee, the Maxi Jena sailboat, the Koper Basketball Club, the Koper Football Club and the sailor Vasilij Žbogar. Istrabenz plini, which has a wide-spread sales network across Slovenia, co-operates with sports associations and clubs in Koper, Celje and Izola; Plinarna Maribor with clubs in Maribor and Ruše; Postojnska jama turizem with clubs in the area of Postojna, while Instalacija, Marina Koper and Actual IT focus on sports in the Slovenian Istria. In 2003, the Piran Handball Club, the Koper Basketball Club and the Dekani Soccer Club received support in this way. OMV Istrabenz Koper again sponsored one of the most important skiing events in Slovenia, the Golden Fox on Pohorje. Skiers also enjoyed the support of the OMV Istrabenz company in Croatia, which sponsored the Croatian Alpine Skiing Team.

1.4. Training

Education institutions are becoming increasingly more visible beneficiaries of sponsorship money. In the past year, the Istrabenz Holding Company donated 10 million tolar in sponsorship funds to the newly established University in Koper, while also helping the College of Entrepreneurship in Piran and with the publication of the scientific research by Dr Dušan Plut "Population, Energy and Environment in the 21st Century". Plinarna Maribor helped some nursery schools and schools in its region. Postojnska jama turizem sponsored a sports class at a primary school within a special project. The company offered financial support for the sports activities of a generation of students from the beginning to the end of their schooling, thus improving the quality of their lives. Actual IT co-operated with the Institute of Mathematics and Physics.

1.5. Supporting environmental projects in the social area

In 2003, some Group companies participated as sponsors in environmental projects, events and activities. Accordingly, Instalacija helped the Health Protection Institute of Koper with the purchase of a portable wastewater sampler. Istrabenz plini offered support to the project called EKO 2003, promoted by Gospodarski vestnik and the Ecological Development Fund of the Republic of Slovenia, giving environmental awards to Slovenian companies for the sixth year running. Istrabenz energetski sistemi acted as sponsor of the Balkan Energy Conference and of the fifth International Slobiom Convention.

1.6. Developing the local environment by developing services

We are strengthening the responsible image of individual companies and of the entire Group in the eyes of the general public by developing services that upgrade the natural and cultural wealth of local communities.

We are consistently and successfully co-operating with local communities since our goal is to simultaneously guarantee the company's growth and the development of local and wider communities. In the past year, the Istrabenz Holding Company was particularly active in the area of tourism, while the subsidiaries focused on urban development and energy.



1.8. Obdarili knjižnice v Piranu, Izoli, Sežani in Trstu

Holdinška družba Istrabenz je v letu 2003 štirim primorskim knjižnicam: Mestni knjižnici Piran, Kosovelovi knjižnici Sežana, Matični knjižnici Izola in Narodni in študijski knjižnici iz Trsta podarila izjemno knjižno delo. Vsaka knjižnica je prejela izdajo faksimila Spominske knjige ljubljanske plemiške družbe Sv. Dizma. Skupna vrednost podarjenih del je znašala skoraj 5,5 milijonov tolarjev.

Gre za faksimile najpomembnejšega iluminiranega rokopisa slovenskega baroka. Fundacija Janeza Vajkarda Valvazorja ga je leta 2001 izdala v nakladi 200 izvodov, spremljata pa ga še dve študijski knjigi. V prvi so transkripcije izvirnega besedila ter prevodi iz nemščine in latinščine, v drugi pa so objavljene umetnostnozgodovinske in druge študije. Original spominske knjige hranijo v Arhivu Slovenije. Izdaja faksimila je pomenila zahteven projekt, ki je potekal kar osem let. Vsak izvod je oštevilčen in overjen pri notarju, na knjižnem trgu pa velja 1,4 milijona tolarjev. Rokopis je nastajal 113 let, med letoma 1688 in 1801, in je pravzaprav kronika ljubljanske družbe Sv. Dizme. Skoraj vsak od 195 članov te bratovščine je prispeval svoj razkošno okrašen list, tako da se je skozi leta nabralo 187 celostranskih iluminacij. Knjiga je vezana tako, kakor je verjetno bila v času njenega nastanka: lesene platnice, odete v črn žamet in srebrno okovje.

Štiri primorske knjižnice so z Istrabenzovo donacijo bogatejše za faksimile spominske knjige, ki ga imajo strokovnjaki za neprecenljiv spomenik rokopisne umetnosti 17. in 18. stoletja, vendar ne le kot knjižni biser, temveč kot pomemben dokument slovenske zgodovine. Taka darila so za knjižnice zelo dobrodošla, saj so redka, same knjižnice pa nimajo sredstev, da bi si takšne izdaje privoščile. Z donacijo faksimila in spremljajočih zvezkov je Istrabenz omogočil vpogled v ta pomemben del slovenske zgodovine in umetnosti v knjižnicah prebivalcem, živčim na področju slovenskega obalnega in kraškega območja ter na Tržaškem.

1.8. Gifts to libraries in Piran, Izola, Sežana and Trieste

In 2003, the Istrabenz Holding Company made an exceptional gift to four coastal libraries: the Municipal Library of Piran, the Kosovel Library in Sežana, the Civic Library in Izola and the National and Study Library in Trieste. Each library received a facsimile publication of the Album of the Ljubljana's noble order of St. Dizma. The total value of the donated books amounts to 5,5 million tolar.

The book is a facsimile reproduction of the most important manuscript of the Slovenian baroque, issued by the Janez Vajkard Valvazor Foundation in 2001 in 200 copies, accompanied by two studies. The first enclosed book contains transcripts and translations of the original text in German and Latin. The other book contains studies of the history of art and other sciences. The original copy of the Album is kept by the Archives of Slovenia. The facsimile publication was a demanding project, which took over eight years to complete. Each copy is numbered and certified by a notary public, with its market value being 1.4 million tolar. The manuscript, a chronicle of the noble order of St. Dizma in Ljubljana, was compiled over 133 years, from 1688 to 1801. Each of the 195 members of the fraternity contributed a lavishly decorated sheet, which created a collection of 187 whole-page illuminations. The facsimile copy is bound in the same way as the original copy most probably was: wooden covers layered with black velvet and silver hinges.

Following Istrabenz's donation, the four libraries of the coastal region can now each boast a facsimile copy of the Album, considered an invaluable treasure of manuscript art of the 17th and 18th centuries. Apart from being a treasure in itself, the book is an important document of the history of Slovenia. Such gifts are warmly welcomed by libraries because of their rareness and because libraries do not have enough funds to afford such publications. By donating the facsimile copies and related books, Istrabenz has offered an important insight into Slovenian history and art to the public of the Slovenian coast, the Karst and the region of Trieste.

ljudje people



**Marko Kukanja, Istrabenzov
Up v letu 2003**

**Marko Kukanja, the Hope of
Istrabenz for 2003**

2. ljudje people

V Strateškem poslovnem načrtu smo postavili ljudi v center poslovnega dogajanja v družbah Skupine Istrabenz. V skladu s to strategijo postavljamo na področju dela z ljudmi visoke standarde, vse od začetnih kadrovskih postopkov selekcije za nove kadre in prek vseh faz medsebojnega delovanja do vzdrževanja stikov z upokojenci. Zavedamo se, da bomo zastavljene cilje dosegli in preseгли le tako, da bomo navzven delovali kot trden in homogen kolektiv, navznoter pa kot ekipa ljudi, ki s svojo raznolikostjo ustvarja delovno okolje, v katerem se brusijo ideje in prihaja do ustvarjalnega nemira, poroka za pozitivne spremembe.

2.1. Organizacijska klima in meritve zadovoljstva zaposlenih

Merjenje organizacijskega vzdušja je v družbah Skupine Istrabenz utečeno in poteka po notranje določenih pravilih. Rezultate merjenja uporabljamo za načrtovanje naših aktivnosti na področju razvoja vodij, vodenja, organizacije, timskega dela in izboljšave delovnih pogojev na splošno. Organizacijsko klimo merimo v intervalih, ki omogočajo, da preverjamo rezultate naših aktivnosti. V podjetjih, kjer je razvoj zelo hiter, merimo klimo tudi dvakrat letno, drugje, kjer so spremembe redkeje, pa najmanj vsaki dve leti.

V hitro rastoči družbi Actual I.T. lahko s pomočjo merjenja organizacijskega vzdušja ugotovljamo, kakšne vplive imajo spremembe na posameznikovo doživetje njegove pozicije in zadovoljstva s položajem v družbi. Zaradi pogostih merenj smo v družbi naredili tudi največ preizkusov novih instrumentov in sprememb na obstoječih. Z vidika uporabe instrumentarija in razvoja metodologije je Actual I.T. naša razvojna baza za področje razvoja in uporabe vprašalnikov, ki jih uporabljamo za različne potrebe.

Skozi merjenja organizacijskega vzdušja smo ugotovili, da ne moremo na splošno primerjati različnih podjetij med seboj ali podjetja primerjati z drugimi podjetji v panogi in na splošno. Vrednost rezultatov se pokaže šele pri kontinuiranem sledenju rezultatov ter preverjanju, ali so nove aktivnosti izboljšale kazalnike na zelenih področjih. V družbah Skupine dosegamo v povprečju boljše rezultate kot v primerljivih raziskavah v Sloveniji.

V letu 2003 smo približno leto po zamenjavi polovice članov uprave opravili merjenje organizacijskega vzdušja v krovni družbi Istrabenz. Rezultati v primerjavi z ostalimi družbami pozitivno odstopajo na področjih pripadnosti, dobrih odnosov in veselja do dela. Hkrati z merjenjem organizacijskega vzdušja smo preverili zadovoljstvo z

People are centrally important in the business events of companies within the Istrabenz Group according to its Strategic Business Plan. In line with this strategy, we are setting high standards in treating people from the initial selection of employees throughout our co-operation up until our contacts with retirees. We are well aware of the fact that our goals can be achieved or even exceeded so long as we act outwardly as a solid organisation and co-operate internally as a varied team, creating a working environment in which to compare ideas and generate creative brainstorming sessions that guarantee positive changes.

2.1. Organisational climate and measurements of employees' satisfaction

Regular assessments of the organisational climate in Istrabenz Group companies have become a standard practice and are being carried out according to internal rules. The results of these assessments are used for planning our activities in developing managers, management, organisation and team work, as well as for improving working conditions in general. The organisational climate is measured at regular intervals which enables us to verify the effects of our activities. The climate is measured even twice a year in rapidly developing companies while, in others where changes are less frequent, at least once every two years.

In the rapidly developing company Actual IT, assessment of the organisational climate enables us to identify the effects of changes on an individual's perception of their position and of their satisfaction in the company. Given the frequent measurements in the company, we can try out a large number of new instruments and improve existing ones. From the point of view of using the instruments and upgrading their methodology, Actual IT is our development basis for questionnaires, which are then used for various purposes.

By measuring the organisational climate, we realised that companies cannot generally be compared between them, not even within the same industry. Results show their real value only if they are constantly monitored and used to check whether new activities have improved the indicators in the areas of concern. On average, the results achieved in Group companies are better than those of comparable surveys in Slovenia.

In 2003, following the replacement of half of the members of the Management Board, we appraised the organisational climate at the Istrabenz Holding Company. Compared to those of other companies,

organizacijskimi vrednotami, kjer so bili najboljši rezultati doseženi pri zadovoljstvu z vodenjem, ugledom podjetja in odnosom do znanja.

V družbi Istrabenz plini smo prvič izvedli anketo o zadovoljstvu zaposlenih na vzorcu, ki je zajemal skoraj vse zaposlene. Stopnja zadovoljstva je relativno visoka. V naslednjih anketah, ki jih bomo izvajali enkrat letno, bomo skušali ugotoviti, ali smo stopnjo zadovoljstva uspeli še zvišati.

Analiza merjenja organizacijskega vzdušja v Plinarni Maribor je pokazala pozitivne rezultate. Zaposleni v Plinarni so zadovoljni s stalnostjo zaposlitve in imajo veselje do dela, ki ga opravljajo. Podjetje ocenjujejo kot stabilno, kar je dober pokazatelj socialne varnosti. Nezadovoljstvo so zaposleni izrazili zaradi nizkih plač in slabih možnosti napredovanja.

V Hotelih Palace smo v letu 2003 sodelovali pri raziskavi v sklopu diplomske naloge na temo vloge človeškega potenciala v turizmu, kjer so zaposleni ocenili delovno klimo, odnose med zaposlenimi, vzpodbujanje k izobraževanju in njihovo motivacijo pri delu. Na podlagi podrobne analize in interpretacije smo ugotovili, da 74 odstotkov sodelavcev dobro ocenjuje organizacijsko klimo. Tudi delo, ki ga opravljajo, ocenjujejo kot zanimivo, polno izzivov, z možnostjo pridobivanja življenjskih izkušenj. Odnos s sodelavci je bil ocenjen kot najpomembnejši dejavnik, ki pozitivno vpliva na zadovoljstvo na delu.

2.2. Projekt vodilnih in vodstvenih kadrov

V letu 2003 smo nadaljevali s projektom razvoja vodilnih in vodstvenih kadrov Skupine Istrabenz, ki prehaja v zrelo fazo. Ukvarjanje s ključnimi kadri je v skladu s smernicami strateškega razvoja Skupine in ena od pomembnejših aktivnosti dela z zaposlenimi. Poznavanje osebnih potencialov vodilnih in vodstvenih kadrov ter skrb za njihov osebni in profesionalni razvoj omogočajo kakovostno opravljanje delovnih nalog in doseganje zastavljenih ciljev. V sistem se sproti vključujejo tudi nove družbe, članice Skupine Istrabenz. Naše dosedanje delo smo nadgradili z vedno večjo pozornostjo, ki jo namenjamo izobraževanju.

V družbi Actual I.T. nenehno merimo zadovoljstvo zaposlenih z njihovimi vodji. Lestvica učinkovitosti zaposlenim omogoča, da nadrejenim posredujejo povratno informacijo o njihovem delu. Izobraževanje, treninge in politiko napredovanja v družbi vodimo tudi na podlagi teh informacij.

Skupaj z Istrabenz plini smo izdelali strategijo in sistem uravnoteženih kazalnikov – BSC po konceptu globalnega strateškega navigatorja. V sklopu BSC smo opredelili ključna merila in osebne cilje vodilnih in vodstvenih kadrov, kar predstavlja podlago za nov sistem nagrajevanja, ki je v načrtu za leto 2004.

Ocenjevanje delovne uspešnosti je v Hotelih Palace sestavni del procesa vodenja zaposlenih in ima osnovo v podjetniški kolektivni pogodbi. V letu 2003 smo izvedli tudi ocenjevanje znanj, sposobnosti

the results show a positive increase in loyalty, good relations and eagerness to work. Additionally, we also checked the level of satisfaction with organisational values. The best results were achieved for satisfaction with the management, the company's reputation and its approach to education.

The first survey on employee satisfaction at Istrabenz plini included almost all employees in the sample. The satisfaction level is relatively high. The following surveys to be carried out once a year will be used to verify whether we are able to increase the level of satisfaction.

The analysis of organisational climate measurements at Plinarna Maribor showed positive results. Employees at Plinarna are satisfied with their job security and happy with their jobs. They consider the company to be stable, which is a good indicator of social security. The employees expressed their discontent with low salaries and poor opportunities for promotion.

In 2003, Hotel Palace co-operated in a research for a graduate thesis discussing the role of human resources in tourism. The employees had to assess the working climate, the relations between workers, incentives for training and motivation at work. Following a detailed analysis and thorough interpretation of the data, we found that 74 percent of the employees consider the organisational climate to be good. They found their work interesting, full of stimulating challenges and offering the possibility to gain real-life experience. Relations between employees were considered the most important factor that contributes positively to satisfaction at work.

2.2. The top and middle management personnel project

In 2003, we carried on with the project whose aim is to develop top and middle management personnel at the Istrabenz Group, and which is passing into its mature phase. In addition to being in line with the Group's Strategic Development Guidelines, the focus on key workers is one of the most important aspects of work with employees. Knowledge of the personal potential of top and middle managers and the care for their personal and professional advancement enables them to better carry out their tasks and achieve the goals set. The system is also being adopted by new members of the Istrabenz Group. We improved our operations by paying more attention to education.

At Actual IT, we measure how our employees are satisfied with their managers. An efficiency rating enables employees to supply feedback to the managers on their work. Education, training seminars and the promotion policy at the company are decided on the basis of this information.

Together with Istrabenz plini, we established a strategy and introduced the balanced-scorecard system, including the concept of a strategic navigator. Within the balanced scorecard, we also laid down the key criteria and personal goals of top and middle managers, which represent the basis for a new system of rewarding that is planned for 2004.

Assessment of work performance, as defined in the company's collective agreement, is a constitutive part of human-resources management at

in osebnostnih lastnosti zaposlenih. Te ocene skupaj z ocenami delovne uspešnosti omogočajo vpogled nad kakovostjo sodelavcev in pomenijo osnovo za napredovanje in razporejanje delavcev ter za načrtovanje izobraževanja. V letu 2003 je bilo podanih skupno 37 konkretnih predlogov, od katerih smo jih realizirali 28. Vodje so ocenili, da je od 240 zaposlenih kar 90 odstotkov izpolnjevalo zahteve delovnega mesta, 4 odstotki pa so jih presegali. 20 odstotkov zaposlenih si želi napredovati. Intenzivno smo se vključili v projekt izdelave analiz osebnostnih profilov in sloga vodenja ter vedenja v različnih situacijah, v katerem smo zajeli 18 odstotkov zaposlenih. Te metode se poslužujemo tudi pri izbiri novih kandidatov za delovna mesta srednjega managementa, pri izbiri kandidatov za šolanje in pri internem napredovanju.

2.3. Zagotavljanje enakopravnosti pri zaposlovanju

Vse družbe v Skupini zagotavljamo enake možnosti in obravnavo pri zaposlovanju in vseh elementih, ki izhajajo iz delovnega razmerja. V družbah je prepovedana tako neposredna kot posredna diskriminacija. Dosledno upoštevamo določila ustave in Zakona o delovnih razmerjih o zagotavljanju enakosti. Vsi skupaj, predvsem pa odgovorni, se trudimo v vseh pogledih enako obravnavati vse zaposlene, ne glede na starost, spol, formalno izobrazbo ali mesto dela.

Družba Istrabenz energetski sistemi je na začetku svojega razvoja in ima obvladljivo število zaposlenih, kar ji omogoča zelo osebno pristop. Zaposlovanje temelji predvsem na ugotovljenih kadrovskih potrebah, odločilen pomen pa dajemo strokovni usposobljenosti, osebnim lastnostim in zmožnosti dela v naši kulturi podjetja. Upoštevamo posameznikove značilnosti in ga poskušamo najprimerneje umestiti v delovanje družbe ter mu zagotoviti čim bolj ugodne pogoje za delo.

V Hotelih Morje zaposluje predvsem na podlagi primerne izobrazbe, kriteriji pa so odvisni od delovnega mesta, pri tem rasa in verska pripadnost nista ovira, saj imamo v družbi zaposlenih precej tujih delavcev. Zaradi narave dela imamo veliko skupino delavcev zaposlenih za določen čas, od katerih večjo skupino predstavljajo tujci, predvsem tajski državljani, zaposleni v masažnem centru Wai Thai, in delavcev iz držav bivše Jugoslavije. Kljub kulturni, narodnostni, verski, jezikovni in izobrazbeni raznolikosti med zaposlenimi ni nestrpnosti, saj v družbi spoštujemo versko ter kulturno raznolikost in temu posvečamo posebno pozornost.

Postojnska jama, turizem, je družba, kjer med zaposlenimi prevladujejo ženske s 53 odstotki, sestavljajo pa tudi dve petini managementa.

Pravilo, ki je uveljavljeno v opatijskem Grand Hotelu Adriatic je, da na delovnem mestu ne sme biti ogroženo posameznikovo dostojanstvo. V ta namen je bila imenovana oseba, ki je dolžna pomagati in reševati morebitne probleme.

Hoteli Palace. In 2003, we also assessed the knowledge, skills and personality traits of employees. These evaluations, along with performance assessments, serve to rate the quality of employees, decide about their promotion and plan their training. In 2003, 37 concrete suggestions were received, 28 of which were implemented. The managers assessed that 90 percent of 240 employees met the requirements of their jobs, 4 percent exceeded them, while 20 percent are striving for promotion. We worked intensely on analysing the personal profiles, management styles and the behaviour in different situations of 18 percent of employees. The method is also applied to the hiring of middle-management candidates, the selection of candidates for training and to decisions on internal promotion.

2.3. Ensuring equal employment opportunities

All Group companies guarantee equal opportunity and treatment in hiring and in all elements regarding employment. Direct and indirect discrimination are banned in all companies. We consistently apply the provisions of the country's Constitution and the Employment Act regarding equal opportunities. All of us, especially managers, are doing our best to treat all employees equally, regardless of their age, sex, formal education or position.

Istrabenz energetski sistemi, at the beginning of its development, has a manageable number of employees thus having the possibility to maintain a very personal approach. Hiring is mostly based on staffing needs, although we give critical importance to professional skills, personality characteristics and the ability to work within the culture of our company. We take into consideration individual personality characteristics and try to find the most suitable position in order to guarantee performance and the best working conditions.

At Hotel Morje, we hire people mostly on the basis of appropriate education; other criteria may vary with the position involved. Race and religion are no obstacles since the company already employs many foreign citizens. Due to the nature of the work, many workers are employed for a fixed term, with most coming from foreign countries. A few citizens of Thailand work at the Wai Thai massage centre, others come from former Yugoslav countries. In spite of the cultural, national, religious, linguistic and educational differences, there is no intolerance in the company since we respect religious and cultural variety and pay particular attention to these issues.

Postojnska jama turizem employs a majority of women: 53 percent of all employees and two-fifths of the management.

A clear rule applied by the Grand Hotel Adriatic in Opatija is that personal dignity must not be threatened at work. A person has been given the task of offering assistance and resolving any problems of this kind.

2.4. Izboljšave delovnih pogojev in skrb za zaposlene na delovnem mestu

Naša celotna organizacija dela in doseganje ciljev temeljijo na skrbi za zaposlenega. Zagotavljanje najvišjih možnih standardov opreme in kakovosti delovnega mesta se kaže v zelo dobrih ocenah zaposlenih ob periodičnih merjenjih zadovoljstva s parametri, ki vplivajo na organizacijsko klimo. Zavedamo se, da zaposleni pogosto preživijo na delovnem mestu več kot tretjino dneva, zato se trudimo, da bi na njem celostno zadovoljevali različne skupine potreb. Primarno si prizadevamo za doseganje organizacijskih ciljev, zavedamo pa se, da bodo ti bolj kakovostno doseženi, če se bodo zaposleni pri delu dobro počutili ter z veseljem prihajali na delo.

Izboljševanje delovnih pogojev je naša stalna skrb, saj samo usposobljen delavec v dobrih delovnih pogojih lahko varno in kakovostno opravlja svoje delo.

Na Instalaciji poleg vlaganj v osebno zaščitno opremo, ki je prilagojena zahtevam delovnega mesta, redno skrbimo in vlagamo v opremo delovnih mest. Z usposabljanjem in usmerjenimi zdravniškimi pregledi zagotavljamo varne delovne pogoje in preprečujemo ter zmanjšujemo poškodbe pri delu, bolezni, povezane z delom, in invalidnost.

V Plinarni Maribor imajo vsi zaposleni ustrezno delovno in varovalno opremo za opravljanje del na svojih delovnih mestih. Usposabljanje zaposlenih se dosledno izvaja. Delovni pogoji so v skladu s Pravilnikom o preiskavah delovnega okolja, pregledih in preizkusih sredstev za delo. Periodične preiskave okolja opravlja Institut za varstvo pri delu Maribor.

Zaradi hitre rasti podjetja in števila zaposlenih smo se v Istrabenz energetskih sistemih občasno srečali s prostorsko stisko. Težavo smo v pretežnem delu odpravili z odprtjem enote v Ljubljani, ki omogoča večjo mobilnost zaposlenih in manjšo obremenjenost s službenimi potmi. Dokončno rešitev prostorske problematike nameravamo izvesti v letu 2004 s selitvijo v nove prostore v centru Nove Gorice, ki bodo zadoščali za predvideno rast števila zaposlenih. V letu 2003 smo imeli vsi zaposleni opravljen zdravstveni pregled, opravili smo preizkusi znanja iz varnosti pri delu in požarne varnosti.

Skladno z veljavno zakonodajo opravljamo v Hotelih Palace in Hotelih Morje predpisane preglede in meritve plinskih instalacij in naprav, gasilskih aparatov in hidrantnega omrežja, tovornih in osebnih dvigal, izpušnih gorilcev kotlov, električne instalacije, hrupa, pregledujemo skladiščne naprave in opremo za nevarne in škodljive snovi. Redno izvajamo bakteriološke in kemične analize sanitarne in bazenske vode ter servise dvigal, naprav za javljanje požara, servise in testiranja jeklenk s klorom, idr. Nabavljamo osebno varovalno opremo in zaposlene poučimo o dosledni in pravilni uporabi. Zaradi preprečevanja poškodb na delovnih mestih izvajamo redne interne obhodne preglede delovnih mest in delavce pri tem seznanjamo z varnostnimi ukrepi.

Delavci, zaposleni v kotlarni, pralnici in mesar v Grand Hotelu Adriatic so zaradi težkih delovnih pogojev upravičeni do dodatka na plačo za težke delovne pogoje. V letošnjem letu smo vsem delavcem v opatijskem hotelu omogočili brezplačno cepljenje proti gripi, ženskam pa ginekološki pregled. Za zaposlene, ki veliko stojijo, smo nabavili ortopedsko obutev in obnovili službeno garderobo za natakarje in kuharje.

2.4. Improving working conditions and caring for employees at work

The work of our entire organisation and the achievement of goals are based on care for each employee. Our efforts to guarantee the highest standards of equipment and the quality of work conditions are reflected in the very good marks given by employees at periodical satisfaction measurements, which were made using parameters that affect the organisational climate. We are aware that employees spend more than one-third of their day in their workplaces therefore we are trying to satisfy a wide range of needs. Our primary concern is to achieve our organisational goals, although we are aware we will be able to reach them and ensure quality only if employees will feel good in their positions and enjoy coming to work.

We are constantly trying to improve working conditions since only properly trained employees and good conditions can ensure safety and quality of work.

At Instalacija, we care for and invest in tools at workplaces in addition to proper personal safety equipment. Training courses and focused medical checks are a guarantee of safe working conditions and a way to prevent injuries at work, occupational disease and invalidity.

At Plinarna Maribor, all employees have adequate safety equipment and proper tools to carry out work in their workplaces. Training of workers is carried out on a regular basis. Work conditions are in line with the Rules on Workplace Assessment, Checks and Evaluation of Working Tools. Periodical environmental controls are carried out by the Maribor Institute of Safety of Work.

Istrabenz energetski sistemi has occasionally faced space problems due to its fast growth and the increasing number of employees. The issue has mostly been resolved by the opening of a unit in Ljubljana, which guarantees more mobility of workers and less business travel. We intend to finally resolve the space problem in 2004 by moving to new premises in the centre of Nova Gorica. The offices should meet the requirements of expanding personnel in the future. In 2003, all employees underwent medical examinations and passed tests in safety at work and fire safety.

At Hotel Palace and Hotel Morje, we are carrying out all legally required checks of gas piping and equipment, fire extinguishers and hydrants, personal and cargo elevators, boiler burners, electrical circuits, noise, warehouse equipment and equipment for handling dangerous materials. We regularly perform bacteriological and chemical analyses of sanitary and swimming-pool waters as well as checks and servicing of elevators, fire alarms, chlorine cylinders etc. We keep purchasing personal protection equipment and carrying out seminars for our employees on the consistent and correct use of the equipment. In order to prevent injuries at work, we carry out regular internal audits of workplaces and inform employees about safety measures.

Workers employed at the boiler house, the laundry as well as the butcher's at the Grand Hotel Adriatic are entitled to receive a bonus for demanding working conditions. All employees at the hotel in Opatija received free vaccination against flu, while all women had a free gynaecological examination. Orthopaedic shoes were given to all employees working long hours while standing and the changing rooms for waiters and cooks were renovated.

2.5. Dogodki za zaposlene

Večina zaposlenih se je udeležila tretjih športnih iger Skupine Istrabenz, ki je največji skupen dogodek vseh zaposlenih v Skupini. Članice ob posebnih priložnostih poskrbijo tudi za lastna srečanja.

Istrabenz plini skupaj s Plinarno Maribor vsako leto organiziramo piknik s športnimi igrami in smučarsko tekmovanje. Ob koncu leta sta družbi organizirali novoletni srečanja. Za dobro klimo poskrbimo tudi ob osebnih praznikih zaposlenih in ob dogodkih, pomembnih za družbo. Zaposleni v Plinarni se družijo tudi na poletnih športnih igrah.

V Istrabenz energetskih sistemih smo v skrbi za timsko delo in vzpostavljanju pozitivnih medsebojnih vezi uvedli neformalne večere, ki jih organiziramo ob menjavi letnih časov. Na njih se neformalno predstavi ter analizira dosežke in predstavi načrte ter povzame splošne vtise o delovanju podjetja.

Vsako leto v Hotelih Palace omogočimo zaposlenim udeležbo na Gostinsko-turističnem zboru, sodelavci, ki tekmujejo v različnih kategorijah, pa se pred tem udeležijo številnih izpopolnjevanj in priprav. Osvojitve primerne nagrade priznanj in prejetih denarnih nagrad predstavlja veliko spodbudo za nadaljnje delo.

V Hotelih Morje letno organiziramo dvodnevno strokovno ekskurzijo v različne turistične kraje. Ekskurzija je vedno povezana s spoznavanjem gostinsko-hotelske ponudbe, organizacijo in standardi dela ter vsebino produkta. Ob koncu poslovnega leta uprava skliče neformalen zbor vseh delavcev z božično-novoletnim druženjem.

V Actual-u I.T. redno skrbimo za družabna srečanja zaposlenih, tako smo v letu 2003 organizirali kar pet srečanj v obliki praznovanj rojstnih dni, piknikov in prednovoletne zabave.

2.6. Skrb za zaposlene v prostem času

Skupina Istrabenz ne vodi posebne politike podpore pri udeleževanju zaposlenih v prostem času in ne spremlja njihovih aktivnosti izven delovnega časa. Poskuša pa delovni čas posameznega delavca razporediti tako, da upošteva njegove osebne obveznosti in aktivnosti, kot so dodatno šolanje, skrb za otroka in varstvo otrok, zaposlitve zakoncev in podobno. Uprave družb občasno omogočijo zaposlenim ogled kulturnih in športnih prireditev. Marsikje imajo organizirano športno vadbo in rekreacijo, pri čemer podjetja poskrbijo za športne objekte, na katerih potekajo športne aktivnosti.

V holdinški družbi Istrabenz smo skupaj z Gledališčem Koper povabili vodilne delavce v Skupini na ogled Marivauxove predstave Volilo.

Za zaposlene izven delovnega mesta organiziramo občasne aktivnosti in jih vzpodbujamo za obiske športnih in kulturnih prireditev ter jim omogočamo redne rekreativne dejavnosti. Večina družb ima rezervirane telovadne prostore, za aktivnosti pa so ponavadi odgovorni sami zaposleni. Omogočamo jim, da preživijo dopust v objektih, ki so last holdinške družbe Istrabenz in so na razpolago vsem zaposlenim, nekatere družbe pa imajo še svoje zmogljivosti.

2.5. Events for the employees

Most employees took part in the Third Sports Games of the Istrabenz Group, the largest event for all employees of the Group. On special occasions, subsidiaries also organise their own meetings.

Each year, Istrabenz plini and Plinarne Maribor organise a picnic, sports games and ski competition for their employees. Both companies organised New Year's meetings. We are trying to create a pleasant atmosphere upon employees' personal anniversaries and other events important to the company. Employees at Plinarne Maribor socialise at the Summer Sports Games.

At Istrabenz energetski sistemi, we introduced informal evening parties at the end of each season in an effort to establish teamwork and positive personal relationships. Such meetings are used for informal presentations and analyses of plans and to exchange feelings about the company's performance.

At Hotel Palace, we give our employees the opportunity to take part in Hospitality and Tourism Assemblies, while those competing in different categories participate in several training seminars. The awards and monetary prizes won represent a great incentive for further work.

Once a year, Hotel Morje organises a two-day business excursion to different tourist resorts. The purpose of these expeditions is to get to know the local hotels and the hospitality industry in general, the organisational schemes, work standards and products offered. At each year's end, the management calls an informal meeting for all employees and a Christmas-New Year's party.

At Actual IT, we regularly organise social meetings of employees. In 2003, we arranged five meetings, including birthday parties, picnics and Christmas parties.

2.6. Care for the employees in their free time

The Istrabenz Group does not have a special policy for offering support to the free-time activities of employees and does not monitor their pastimes. The company, however, does try to schedule individuals' time off by taking into account their personal obligations such as additional training, care for children, the employment of spouses and similar issues. The managements of the various companies offer their employees the possibility to go to cultural or sports events. The companies arranged organised training sessions and recreation in many different sports facilities.

The Istrabenz Holding Company and the Koper Theatre invited the managers of Group companies to Marivaux's "Volilo".

The employees are given support for activities in their free time such as sports or cultural events and recreational activities. Most companies have rented sports facilities and the employees are free to choose when to exercise. We also give our employees the chance to take holidays in establishments owned by the Istrabenz Holding Company. Some subsidiaries also have their own premises.

2.7. Natečaj za mlade kadre Istrabenzov Up

V holdinški družbi Istrabenz smo v letu 2003 razvili nov kadroviski projekt, prek katerega bomo poskušali pridobiti perspektivne kadre za nekatere poklice, ki jih potrebujemo znotraj sistema. Odločili smo se za natečaj pod nazivom Istrabenzov Up, ki ga bomo izvedli vsako leto. Gre za posebno obliko javnega kadrovanja, s katero želimo v izbor kadrov vključiti čim širši krog kandidatov.

V skladu s strateško odločitvijo krepite celovite turistične ponudbe v okviru turistične divizije Skupine Istrabenz smo se odločili, da bomo prvi Istrabenzov up izbirali med mladimi s področja turizma, gostinstva in kulinarike (food & beverage management).

Sestavili smo mešamo natečajno komisijo in jeseni objavili razpis Istrabenzov up, v katerem smo mlade kadre pozvali k sodelovanju. Na razpis so se lahko prijavi kandidati in kandidatke, stari od 18 do 25 let, ki se še izobražujejo ali so končali srednjo šolo po programu gostinskega tehnika ali katero od višje oziroma visokošolskih organizacij s področja turizma ali gostinstva in vidijo svojo prihodnost, strokovni in osebnostni razvoj na področju turizma, gostinstva in kulinarike. Ponudili smo jim načrtovanje kariere, pokritje stroškov za dolgoročno ustrezno izobraževanje za položaj vrhunškega strokovnjaka z omenjenih področij ter zaposlitev v eni od družb turistične divizije Skupine Istrabenz. Za šolanje prvega izbranega "upa" na eni od najbolj elitnih šol smo predvideli sredstva v višini skoraj osmih milijonov tolarjev. Na kadrovisko službo je prispelo 59 vlog, od tega jih je bilo 22 ustreznih in 16 popolnih. Komisija je na prvem sestanku v ožji izbor izbrala devet kandidatov, s katerimi je opravila razgovore in jim izdelala osebne profile. Odločitev o zmagovalcu je temeljila na njegovi kakovostni vlogi ter zanimivem in bogatem življenjepisu. Po izdelavi osebne profile in ponovnem razgovoru s komisijo, se je ta soglasno odločila, da je Istrabenzov up za leto 2003 25-letni Marko Kukanja iz Ankarana zaradi izredne kombinacije praktičnih izkušenj in teoretičnega znanja. Kadroviska služba se je o zaposlitvi in načrtovanju kariere pogovorila tudi s kandidati iz ožjega izbora natečaja. Komisija je podelila nagradi še dvema kandidatom, s katerima namerava sodelovati. Vsak od njiju je prejel po 240 tisoč tolarjev v obliki strokovnih izobraževanj po lastni izbiri. Marko Kukanja se je po pregledu ponudbe izobraževanja s področja »food and beverage managementa« odločil za šolo Ritz Escoffier v Parizu. Ker je predlog presegel finančni okvir prvotno določene nagrade, smo v holdinški družbi povečali nagrado še za dodatnih 1,2 milijona tolarjev in tako zmagovalcu z dobrimi devetimi milijoni pokrili stroške potovanja, bivanja in šolnine na šoli svetovnega slovesa.

2.7. The 'Hope of Istrabenz': a competition for young prospective employees

In 2003, we developed a new human-resources project through which we plan to gain new employees needed at certain positions within the system. We decided to organise an annual competition entitled The Hope of Istrabenz. It is a special form of public hiring, by which we'd like to have the chance to choose from the widest selection of candidates.

In line with our strategic decision to improve the range of tourist products of the Istrabenz Group, we decided to choose candidates for the Hope of Istrabenz from among promising young students of tourism, hospitality and gastronomy (food & beverage management).

We appointed a mixed competition board and published a call, inviting young professionals to participate. Candidates from 18 to 25 years of age, who are attending or have finished secondary school (hospitality technicians) or a graduate degree in the tourism and hospitality industry and see their future, as well as their personal and professional development, in the tourist, hospitality and cuisine industries. The candidates were offered career planning, scholarship for achieving the degree of a top expert in the areas mentioned and employment in one of the tourist companies of the Istrabenz Group. Funds of almost eight million toolars have been put aside for the tuition of the first selected "hope" at one of the most elite schools. Of the 59 applications received by the human resources department, 22 matched the criteria and only 16 were complete. At their first meeting, the board selected nine candidates whom they interviewed and profiled. The winner was selected on the quality of the application and the richness of the biography submitted. After elaborating a personality profile and a second interview, the board agreed unanimously that the Hope of Istrabenz for 2003 was 25-year-old Marko Kukanja from Ankarana due to his extraordinary combination of practical experience and theoretical knowledge. The human-resources department held interviews with other candidates about their employment and career development. Two other candidates with whom the board wants to co-operate were also awarded a prize each, consisting of professional training of their own choice worth SIT 240,000. After reviewing the range of training available in the area of food and beverage management, Marko Kukanja selected Ritz Escoffier in Paris. Since the choice exceeded the initially planned sum, the scholarship was raised by 1.2 million toolars to cover the costs of travel, lodging and tuition fees of this world-renowned school.



Človeška ribica (Proteus)
v svojem naravnem
okolju v Postojnski jami

The “human fish” (Proteus)
in its natural habitat inside
the Caves of Postojna

narava the environment

3. narava the environment

Odgovornost do naravnega okolja je ena izmed temeljnih strateških usmeritev v Skupini Istrabenz. Standardi varovanja okolja v družbah Skupine so visoki in usklajeni z zakonodajo. V veliko primerih pa gre za znatno preseganje obvez, njihovo predčasno ali strožje izpolnjevanje ali pa doseganje bistveno boljših rezultatov od predpisanih.

Doslednost pri svojih visokih standardih na področju okolja družbe v Skupini potrjujejo s pridobljenimi okoljskimi certifikati ISO 14001. V letu 2003 pa so bili pripravljene načrti za pridobitev certifikatov tudi za standarde varnosti in zdravja pri delu ter standarde pri nadzoru nad nabavo, predelavo in uporabo prehrabnih artiklov.

Družba Istrabenz deluje na področju ekologije proaktivno in stavi tudi na dejavnosti, povezane z okoljskimi naložbami in razvojem okolju prijaznih storitev. V Skupino sta bili v obeh divizijah v letu 2003 vključeni novi podjetji Postojnska jama, turizem, in Istrabenz energetski sistemi. Njune prioritete so razvoj storitev na področju trajnostnega turizma oziroma energetike in razvoj storitev na področju energetske učinkovitosti ter modelov za tržno učinkovito koriščenje obnovljivih virov energije.

V letu 2003 pripravljene načrti obetajo, da bo tudi tekoče leto na področju varovanja okolja intenzivno. V naslednjem letu tako družbe pričakujejo še večje ekonomske učinke ukrepov za varovanje okolja.

3.1. Energetika

V vseh družbah v okviru stebra Energetika posvečamo posebno pozornost izdelkom in storitvam, povezanim z ekologijo. Pri vseh naših dejavnostih skrbimo za kakovost zraka in voda, za ekološko ravnanje z odpadki in ustrezno umeščenost naše dejavnosti v prostor, v katerem delujemo. Nekatere članice Skupine pa so prvenstveno usmerjene prav v razvoj in ponudbo okolju prijaznih izdelkov.

3.1.1. Preprečevanje podnebnih sprememb

V družbah, članicah Skupine, poskušamo s svojo dejavnostjo, izdelki in storitvami vplivati tudi na zmanjšanje okolju škodljivih snovi, ki povzročajo podnebne spremembe. Našim strankam ponujamo okolju prijazne energente in investiramo v obnovljive vire energije. Posebno pozornost posvečamo učinkoviti rabi energije, s čimer dosegamo ekonomske učinke.

V Istrabenz plinih spodbujamo in razvijamo uporabo plina kot energenta, s čimer prispevamo k zmanjševanju onesnaževanja okolja. Prizadevamo si, da bi se utekočinjeni naftni plin v Sloveniji uveljavil

Responsibility to the environment is one of the core strategic guidelines of the Istrabenz Group. All Group companies apply high safety standards in line with the law. In many cases, the obligations are exceeded or met in advance by applying stricter criteria, or the results achieved are far better than those prescribed.

The consistently high environmental standards ensured throughout the Group are proved by the ISO 14001 environmental certificates that have been obtained. In 2003, we also prepared plans to obtain certificates for standards of occupational health and safety as well as standards in the supervision of purchasing, processing and use of food products.

Istrabenz has a proactive approach to environmental issues and invests in ecology and the development of environment-friendly services. In 2003, Postojnska jama turizem and Istrabenz energetski sistemi were merged with two related divisions of the Group. The priorities of the two companies are the development of sustainable tourism and energy services, energy-efficient solutions and models for market-effective use of renewable energy sources.

The plans drafted in 2003 promise another intense year in the area of environmental protection. The companies therefore expect even better economic effects of the environmental measures adopted.

3.1. Energy

All companies in the energy pillar pay particular attention to environment-related products and services. In all our operations we care for the quality of air and water, proper treatment of waste and an acceptable position of our activities in the area in which we operate. The main focus of certain Group members is the development of environment-friendly products.

3.1.1. Preventing climate change

With the operations, products and services of our Group companies, we are trying to reduce the volumes of polluting chemicals which cause climate changes. We offer our customers environment-friendly energy by investing in renewable sources of energy. We pay particular attention to the efficient use of energy, which also guarantees positive financial effects.

At Istrabenz plini, we encourage and develop the use of gas as an energy source and thus contribute to reducing pollution. We are trying to promote the use of liquefied petroleum gas in Slovenia as a vehicle

kot pogonsko gorivo za vozila. Stalno skrbimo za učinkovito rabo energije za ogrevanje, pogon vozil in električne energije tako, da pri našem delu uporabljamo naprave in vozila, narejena s pomočjo najnovejših tehnoloških dosežkov.

Kot posebne dosežke razvoja novih storitev v Plinarni Maribor lahko zabeležimo postavitev prve in trenutno edine črpalke za avtoplin v Sloveniji, ki je skladna z novo slovensko oziroma evropsko zakonodajo, za katero smo pridobili izvirne certifikate. Stalno spremljamo in dosegamo zastavljene cilje glede zmanjševanja porabe naravnih virov in energije. Naraščanje porabe energije je bilo v letu 2003 v primerjavi z rastjo prihodkov še enkrat počasneje.

Nova družba v Skupini Istrabenz energetski sistemi deluje na področju trajnostne energetike. Poslanstvo družbe je razvoj storitev na področju energetske učinkovitosti in modelov za tržno učinkovito koriščenje obnovljivih virov energije. Naša podrejena družba Peleti bo v Nazarjah skrbela za proizvodnjo lesnih peletov, ki predstavljajo kakovosten energent in prinašajo pozitivne okoljske učinke, predvsem z zmanjšanjem emisij toplogrednih plinov. Začeli smo s trgovino z oplemeniteno lesno biomaso in pripravili investicije v male hidroelektrarne v Bosni in Hercegovini. S skupino partnerjev pripravljamo projekt razvoja inovativnega okolja za energetsko izkoriščanje biomase. Strankam nudimo pogodbeno financiranje, ki zajema pripravo in izvedbo zanesljivih in stroškovno učinkovitih ukrepov za učinkovito rabo energije, pri čemer se ukrepi poplačajo iz doseženih prihrankov za porabljeno energijo. Storitev ima pozitivne okoljske učinke predvsem z zmanjševanjem emisij toplogrednih plinov. V letu 2003 smo razvili storitev in pripravili več projektov za javne zgradbe in gospodarstvo.

3.1.2. Kakovost zraka

V družbah z dejavnostjo, ki bi lahko bistveno vplivale na kakovost zraka, redno opravljamo meritve kakovosti. Z rezultati neodvisnih družb, ki opravljajo meritve, smo bili v letu 2003 zadovoljni.

V Instalaciji so emisije hlapov ogljikovodikov na napravah bistveno pod predpisanimi. Spremljava emisije za leto 2003 je pokazala rezultate, ki so znatno pod zakonsko dovoljenimi parametri tako na čistilni napravi za zrak kot pri letni izgubi hlapnih ogljikovodikov pri polnjenju rezervoarskega prostora.

V naftni skupini OMV Istrabenz so bili vsi novejši bencinski servisi postavljeni v skladu z najodobnejšimi standardi Evropske unije, kar velja tudi za rezervoarje goriva z dvojnimi plaščem in povratnim sistemom kroženja bencinskih hlapov med postopkom praznjenja goriva iz avtocistern v rezervoarje. Pomembna investicija v zmanjšanje hlapov ogljikovodikov je bila narejena v družbi OMV Istrabenz, Zagreb. V letu 2003 je bila v skladišču v Omišlju na Krku nameščena membrana, ki bistveno zmanjšuje izhlapevanje goriva iz rezervoarjev. Omenjena pridobitev je pomembna tako z ekološkega vidika (zmanjšuje izhlapevanje) kot finančnega.

Trajna skrb za kakovost tekočih goriv

V zadnjih letih je kakovost tekočih goriv povezana z zniževanjem oziroma omejevanjem okoljsko najbolj spornih elementov in spojin, ki se pojavljajo v samih gorivih. Trend gre v smeri zniževanja vsebnosti

fuel. We are constantly caring for the efficient use of energy for heating, transport and electricity by relying on equipment and cars that use the latest technology.

A special achievement in developing new solutions at Plinarna Maribor is the construction of the first and so far the only gas filling station in Slovenia which meets all requirements of the new Slovenian, i.e. European, regulations. We obtained original certificates for the said filling station. We are constantly monitoring the level of achievement of our goals in terms of reduced use of natural sources and energy. In 2003, energy consumption increased half as much as our revenues.

The new company, Istrabenz energetski sistemi, operates in the field of sustainable energy. The company's mission is to develop sustainable energy services and models for a market-efficient use of renewable sources of energy. Our subsidiary Peleti in Nazarje intends to produce wood pellets, a high-quality source of energy, guaranteeing positive environmental effects, particularly lower emissions of greenhouse gases. We began trading in enriched wood biomass and earmarked funds for investments in small hydroelectric plants in Bosnia and Herzegovina. A project, whose purpose is the development of an innovative environment based on the use of biomass as a source of energy, is being prepared with a group of partners. We offer our customers financial agreements which include the preparation and implementation of a reliable and cost-effective use of energy. The new energy measures are financed from the savings achieved by using such new energy solutions. The services boast positive environmental effects, mostly by reducing emissions of greenhouse gases. In 2003, we developed a new service and prepared several plans for public premises and production plants.

3.1.2. Air quality

Regular air-quality measurements are carried out in all companies running operations that may have a considerable impact on the quality of air. We were satisfied with the results of the measurements, performed by independent companies in 2003.

Emissions of hydrocarbon vapours from the equipment of Instalacija were way below the permitted levels. The emissions measured in 2003 were well below the parameters allowed by law for both air cleaners and with reference to the annual volumes of volatile hydrocarbons dispersed during the filling of tanks.

All the newly built filling stations of the OMV Istrabenz oil group meet the latest standards set by the European Union, including such systems as double-hull fuel tanks and recycling of gasoline vapours during the filling of tanks from tank trucks. An important investment aimed at reducing hydrocarbon vapours was made by OMV Istrabenz Zagreb. A membrane was installed at the warehouse in Omišalj on the island of Krk in 2003, substantially reducing the levels of fuel vapours released from the tanks. The achievement is important both in terms of financial effects and environmental protection (fewer vapours).

Constant care for the quality of liquid fuels

In recent years the quality of liquid fuels has been strictly related to the reduction or limitation of controversial chemical elements and compounds present in fuels. The current trend is to reduce the contents

žvepla in aromатов. V naših naftnih družbah skrbno spremljamo tovrstne spremembe. Aktivno sodelujemo pri pripravi slovenskih standardov za tekoča goriva pri Slovenskem inštitutu za standardizacijo. Kakovost goriv na naših prodajnih mestih popolnoma ustreza zahtevam slovenskih standardov za posamezna goriva ter zahtevam Pravilnika o kakovosti tekočih goriv. Spremljava, ki jo je opravilo akreditirano podjetje, potrjuje kakovost tekočih goriv na bencinskih servisih in skladiščnih rezervoarjih.

Kontrolo kakovosti tekočih goriv opravljamo tudi v našem laboratoriju. Redno spremljamo ustreznost uvoženih goriv, nadziramo bencinske servise in skladiščne rezervoarje po vsej Sloveniji. Prednost tovrstne kontrole je predvsem v dejstvu, da lahko zelo hitro ukrepamo, če se z analizo pokažejo morebitna odstopanja od predpisanih vrednosti. Na ta način imamo zagotovljen nadzor nad kakovostjo goriv v distribucijski verigi.

V bosanski naftni družbi smo v letu 2003 ohranili pozicijo ponudnika najbolj kakovostnih motornih goriv v Bosni in Hercegovini, zlasti dizelskega goriva z nizko vrednostjo žvepla. V družbi OMV, Italija, smo začeli s prodajo izdelka "Super Plus 98 Energy Extra", ki ne vsebuje žvepla.

3.1.3. Ravnanje z odpadki

V članicah Skupine uveljavljamo ločeno zbiranje nevarnih odpadkov in sekundarnih surovin.

V Instalaciji smo kot prvi v Skupini uvedli celo ločeno zbiranje odpadnega papirja na kraju nastanka. Z nabavo dodatnih smetnjakov po delovnih prostorih smo začeli z ločenim zbiranjem odpadnega papirja ter s tem dosegli zmanjšanje količin mešanih komunalnih odpadkov in povečanje sekundarne surovine.

Pri ravnanju z odpadki smo v Istrabenz plinuh uvedli ločeno zbiranje in odvoz odpadkov s strani pooblaščenih družb.

V letu 2003 smo v OMV Istrabenzu, Koper, začeli z doslednim ločenim zbiranjem sekundarnih surovin in s tem nadgradili dobro uveljavljeno zbiranje nevarnih odpadkov na bencinskih servisih (ekološke točke) kot tudi na skladiščnih lokacijah. V skladu s Pravilnikom o ravnanju z odpadki in Pravilnikom o ravnanju z embalažo in odpadno embalažo smo dogradili in uvedli ločeno zbiranje nevarnih odpadkov (mulji, embalaža, baterije in akumulatorji, odpadne kemikalije) ter sekundarnih surovin (papir, plastika). Načrtujemo tudi ločeno zbiranje fluorescentnih cevi in elektronske opreme, ki po novih evropskih smernicah predstavljajo nevarne odpadke. Za vse omenjene odpadke vodimo evidenco in jih spremljamo od njihovega nastanka do predelave oziroma uničenja. V Sloveniji že uveljavljene ekološke točke za zbiranje okolju nevarnih odpadkov na bencinskih servisih OMV Istrabenza so sedaj vzpostavljene tudi na vseh servisih na Hrvaškem.

3.1.4. Vode

V večini članic Skupine z ukrepi zmanjšujemo porabo vode iz vodovodnega omrežja. Izvedene so bile pomembne investicije za zmanjšanje obremenitev odpadnih voda. Prav tako je skrb za varovanje podtalnice stalnica našega delovanja.

of sulphur and aromatisers. All our oil companies constantly follow such changes. We have an active role in the Slovenian Standards Institute in the drafting of Slovenian standards for liquid fuels. The quality of fuels sold at our retail outlets meets the fuel requirements of the Slovenian standards and the criteria laid down in the Regulation on the Quality of Liquid Fuels. Monitoring carried out by an approved company confirmed the quality of liquid fuels at filling stations and in storage tanks.

Additional checks of the quality of liquid fuels are carried out by our laboratory. We keep controlling the safety of imported fuels and regularly check our filling stations and storage tanks across Slovenia. Such supervision gives us the advantage of being able to rapidly react if there are any deviations from the prescribed levels. The system enables us to have complete control over the quality of fuels in the distribution network.

At the Bosnian company, we maintained the position of the trader offering the best engine fuels in Bosnia and Herzegovina in 2003, especially of diesel fuel with a low sulphur content. At OMV Italy, we started selling the "Super Plus 98 Energy Extra", a fuel that does not contain any sulphur.

3.1.3. Waste management

All Group members collect secondary raw materials and hazardous waste separately.

Instalacija was the first company at Group level to introduce the separate collection of waste paper at the place of origin. We started collecting waste paper by distributing new waste bins across all departments and thus reduced the volume of mixed waste, while increasing the volumes of secondary raw materials collected.

At Istrabenz plini we introduced separate waste collection in cooperation with approved recycling companies.

Consistent collection of secondary raw materials was introduced at OMV Istrabenz Koper in 2003. By doing this, we upgraded the already well-organised collection of hazardous wastes at storage facilities and filling stations (eco points). We upgraded the collection of hazardous waste (silts, packaging, batteries, storage cells, spent chemicals) and secondary raw materials (paper, plastics) in line with the Regulation on Waste Treatment and the Regulation on Packaging and Waste Packaging. We plan to introduce the separate collection of fluorescent tubes and electronic equipment, which are to be considered hazardous waste in accordance with new European guidelines. All the said waste material is being recorded and traced from its origin to its use or destruction. The eco points, used at filling stations of OMV Istrabenz in Slovenia for collecting dangerous waste, have been introduced in all filling stations in Croatia as well.

3.1.4. Water

Most Group members have introduced measures to cut the use of water from the water supply. Consistent investments have been made to reduce the pollution of wastewaters. The care for underground water is another focus of our operations.

V Instalaciji smo v primerjavi z letom prej prihranili nad 50 odstotkov vode zaradi uporabe akumulirane deževnice v tehnološke namene. Pomembnejša ekološka investicija za čiščenje odpadnih voda je bila rekonstrukcija biološke čistilne naprave za vodo (tehnološko vodo). Z rekonstrukcijo smo obdržali zakonsko predpisane parametre, ki jih je bilo vse težje dosegati zaradi povečane organske obremenitve novih goriv. Sedaj so izpusti veliko pod dovoljenimi mejami. Na podlagi letne spremljave odpadnih voda je akreditirani Zavod za zdravstveno varstvo Koper izvedel meritve na vseh končnih izpustih v vodotoke. Poleg zakonske spremljave smo na separatorjih izvedli mesečne meritve ogljikovodikov. Vsi parametri so bili znatno pod dovoljenimi mejami.

Vodo, ki jo uporabljamo v tehnoloških postopkih pregledovanja in preizkušanja tlačnih posod in avtocistern v Istrabenz plinuh, recikliramo in uporabljamo večkrat.

V OMV Istrabenzu, Koper, smo zakonsko obvezni izvajati spremljavo emisij pri odvajanju odpadnih voda ter rezultate sporočati pristojnemu ministru. Meritve opravlja pooblaščen institucija. Z rezultati za leto 2003 smo zadovoljni, saj so bile določene pomanjkljivosti ugotovljene le v 10 odstotkih vseh meritev. Pomanjkljivosti so bile odpravljene v 14 dneh. K dobrim rezultatom je pripomogla postavitev bioloških čistilnih naprav, lovilcev olj in maščob, manjša raba neustreznih čistilnih sredstev ter višja ekološka osveščenost med zaposlenimi. Za varovanje podtalnice smo v koprski naftni družbi začeli s postavljanjem posebnih bioloških čistilnih naprav na bencinskih servisih. Namestitev tovrstnih naprav je še posebej pomembna v krajih, kjer je javna komunalna infrastruktura neurejena. S tem smo izjemno zmanjšali emisije v podtalnico ter rešili pereč problem odvoza grezničnih muljev. Podobne naprave so nameščene tudi na najbolj prometnih servisih Ravbarkomanda Vzhod in Ravbarkomanda Zahod.

Na Hrvaškem je vsak bencinski servis opremljen z ločnimi prekati, ki preprečujejo pronicanje goriva v vodne vire. Odpadne vode iz bencinskih servisov tudi redno laboratorijsko pregledujemo. V Italiji pri vseh novogradnjah instaliramo rezervoarje za gorivo z dvojnimi plaščem, pri rekonstrukcijah pa adaptiramo obstoječe. V novih avtopralnicah smo s pomočjo sistema za reciklažo vode prihranili 70 odstotkov sveže vode.

3.1.5. Ravnanje z nevarnimi snovmi

Na področju ravnanja z nevarnimi snovmi dajemo veliko pozornost preventivi in usposabljanju. Prilagajamo se novi zakonodaji, v načrtu pa imamo preseganje standardov. Naše delovanje je usmerjeno v nadgrajevanje sistemov varnosti.

Plinarna Maribor skladno z zakonodajo nadgrajuje svoj sistem za obvladovanje varnosti ter načrtuje, da bo dokončan projekt presegele vse kriterije, predpisane v evropskem pravnem redu. Projekt sproti usklajuje tudi z dokončanjem industrijskega tira v Bohovi in gradnjo celovitega sistema za upravljanje za skladiščenje in pretakanje UNP-ja s podpornimi in varnostnimi funkcijami. Prva v Sloveniji je vgradila sodoben in zanesljiv detekcijski sistem za ugotavljanje tesnosti jeklenk za UNP in uvedla filozofijo mobilnega nadzora plinovodnega omrežja za zemeljski plin.

At Instalacija, we saved over 50 percent of water in comparison with 2002 by using accumulated rainwater for industrial purposes. The reconstruction of a biological water-purification plant was another relevant investment in protection of the environment. The renovation enabled us to maintain the prescribed parameters. Achieving such criteria was becoming an increasingly demanding task because of rising organic pollution of new fuels. The waters now released show levels far below the required thresholds. The Health Protection Institute of Koper carried out measurements of wastewaters at all release points within their annual schedule of wastewater monitoring. In addition to the legally required monitoring, we were also carrying out monthly measurements of hydrocarbons. All the parameters were substantially below permissible levels.

The water used in technological processes such as checks of pressurised containers and tank trucks at Istrabenz plini is being recycled and used several times.

At OMV Istrabenz Koper we have a legal obligation to monitor emissions upon releasing wastewaters and forward the results to the competent ministry. The measurements are carried out by an approved organisation. We are satisfied with the results in 2003 since flaws were assessed in just 10 percent of all measurements. All shortcomings were overcome within 14 days. The installation of biological purification plants and oil catchers, the limited use of unsafe cleaning products and improved environmental awareness among employees contributed to these good results. At the oil company in Koper, we started installing special biological water purification plants at filling stations in order to protect underground waters. The installation of these devices is even more important in places with a deficient municipal infrastructure. We managed to considerably reduce emissions into underground waters and resolved the problem of the removal of cesspool silts. Similar devices have been installed at the busy filling stations of Ravbarkomanda East and Ravbarkomanda West.

Each of our filling stations in Croatia was equipped with separation chambers which prevent spills of fuel into water sources. Wastewaters from filling stations are regularly submitted for laboratory checks. All newly built premises in Italy are equipped with double-hull fuel tanks, while the existing filling stations will be upgraded to meet such requirements. The water-recycling system used in our new carwashes enabled us to save 70 percent of fresh water.

3.1.5. Handling hazardous materials

In the area of hazardous materials, we give much importance to preventive measures and training. We are adapting to the new regulations and plan to exceed the standards. Our operations are aimed at upgrading the existing safety systems.

Plinarna Maribor is upgrading its safety system as required by the regulations and plans to exceed the criteria laid down in the European acquis. The project has been scheduled to match the completion of an industrial railway track in Bohova and the construction of a comprehensive system of LPG storage and handling, including supporting and safety systems. The company was the first in Slovenia to install an advanced and reliable detection system for controlling the imperviousness of LPG cylinders and to introduce the philosophy of mobile supervision of natural-gas mains.

V Instalaciji bomo na podlagi Seveso II Direktive, ki nas zavezuje kot večje vire tveganja, do maja 2004 izdelali načrt za ukrepanje v primeru nezgode z nevarnimi kemikalijami. Periodično bomo nadaljevali z rednim usposabljanjem na področjih varnosti in zdravja pri delu, požarne varnosti, ekologije, rokovanja pri prevozu nevarnega blaga in rokovanja z nevarnimi kemikalijami. Nadaljevali bomo s posodabljanjem in vzdrževanjem naprav za varovanje okolja in zaposlenih ter zagotavljanjem njihovega učinkovitega delovanja.

V nekaterih naših družbah smo na področju ravnanja z nevarnimi snovmi pripravili storitve za trg. Tako smo v Istrabenz plinih razvili zaščitne atmosfere, ki se uporabljajo tudi pri delu z nevarnimi snovmi. Ponujamo rešitve, s katerimi se s pomočjo plinov zmanjšajo nevarnosti pri pripravi, obdelavi ter transportu naravnih in sintetičnih materialov, kjer lahko zaradi prašnih delcev pride do eksplozije ali gorenja. V tehnološke procese v našem gospodarstvu poskušamo uvesti čim več najnovejših in preizkušenih tehnoloških postopkov, še zlasti pri pripravi in obdelavi voda ter zaščiti atmosfere. Z dodajanjem kisika se občutno znižujejo količine strupenih plinov, ki nastajajo pri zgorevanju odpadkov. V industrijskih procesih se namesto škodljivih goriv uvajajo novi učinkoviti in predvsem ekološki energenti (plin UNP in zemeljski plin) ter kisik kot pospeševalec gorenja.

Naši bencinski servisi in skladišča glede na pregled meritev ne predstavljajo večjega vpliva na okolje, politika naftnih družb OMV Istrabenz pa je usmerjena v preprečevanje tveganj. V zadnjih dveh letih smo tako v varstvo okolja vložili finančna sredstva v višini milijarde tolarjev.

3.1.6. Standardi

V družbah si prizadevamo za pridobitev standardov kakovosti in okoljskih standardov in za nenehno obnavljanje in delovanje v skladu z najvišjimi standardi tam, kjer smo jih že pridobili.

V Istrabenz plinih smo se v letu 2003 odločili, da poleg standarda za sistem kakovosti ISO 9001/2000 začnemo graditi tudi sistem ravnanja z okoljem ISO 14001 in sistem varnosti in zdravja pri delu OHSAS 18001, zato smo za zaposlene pripravili posebna izobraževanja. Certificate nameravamo pridobiti v letu 2004. V Plinarni Maribor, kjer smo standarda kakovosti in ekologije že prejeli, pa je ravnanje z okoljem in zagotavljanje kakovosti sestavni del homogenega poslovnega sistema in obnašanja.

Certifikat ravnanja z okoljem ISO 14001:1996 imamo tudi v Instalaciji, kjer smo v letu 2003 uspešno opravili drugo redno presojo in imeli dve notranji presoji. Naša prizadevanja, vlaganja in vzdrževanje sistema ravnanja z okoljem so se izkazala za pozitivna, podana so bila le neobvezujoča priporočila za izboljšave oziroma nadgradnjo sistema.

Vsi bencinski servisi v Skupini OMV Istrabenz so grajeni po strogih ekoloških zahtevah in predpisih Evropske unije, ne glede na to, ali obstoječa zakonodaja države, v kateri se servis gradi, to že zahteva. V Sloveniji smo začeli z uveljavljanjem ekoloških standardov za spremljanje in ovrednotenje škodljivih vplivov na okolje, ki so posledica delovanja družbe. Z analizo škodljivih vplivov na okolje bomo lahko ocenili dejavnike tveganja ter določili sistem upravljanja z omenjenimi tveganji. Postavljen sistem bo osnova za uveljavitev ESHA (Environmental, safety, health affairs) standardov, ki bodo v prihodnosti

Instalacija, bound by the Seveso II Directive as a major source of risk, will elaborate contingency plans for cases involving dangerous chemicals by May 2004. We will continue with our regular training sessions in safety and health at work, fire safety, ecology, the transport of hazardous substances and handling of dangerous chemicals. We will also keep upgrading and maintaining our safety equipment in order to ensure it works properly.

Some of our companies have prepared market proposals in the area of handling dangerous materials. At Istrabenz plini, we developed protective atmospheres for any task involving dangerous substances. We offer solutions that reduce the level of danger when preparing, processing or transporting natural or synthetic explosive or combustible materials in powder form. We are trying to introduce as many of the latest technological procedures to our industry as possible, particularly those used for the treatment of water and air. Adding oxygen considerably reduces the amount of toxic gases produced by burning waste. New, efficient and environmentally acceptable sources of energy (LPG and natural gas) and oxygen as a combustion supporter are being introduced to industrial processes instead of harmful fuels.

Based on the control measurements carried out, our filling stations and storage capacities do not represent any considerable burden on the environment. The environmental policy of OMV Istrabenz companies is based on the prevention of risks. In the past two years, we invested one billion tolaris in protection of the environment.

3.1.6. Standards

Across all companies we strive to achieve quality and environmental standards and keep the standards we have already been given.

At Istrabenz plini, we decided in 2003 to begin introducing systems in accordance with the ISO 14001 environmental standard and the OHSAS 18001 occupational health and safety management system, in addition to the ISO 9001/2000 quality system. We organised trainings for our employees on the subject. We intend to obtain the certificates in 2004. At Plinarna Maribor, where the two quality and environmental standards have already been adopted, protecting the environment and ensuring quality are constitutive parts of uniform operating procedures and behaviour at work.

The ISO 14001:1996 environmental standard was also obtained by Instalacija, which successfully passed a second regular audit and carried out two internal audits. Our efforts, investment and the maintenance of environmental standards proved to be positive and we only received non-binding recommendations for system improvements and upgrades.

All filling stations of the OMV Istrabenz Group were constructed according to the ecological requirements and regulations of the European Union, regardless of whether such standards are required by the country in which the filling station is being built. In Slovenia, we started introducing environmental standards aimed at monitoring and evaluating the negative impact on the company's operations on nature. Such an analysis of the negative impact will enable us to identify the risk factors and establish an adequate risk-management

izhodišče za določitev zavarovalnih premij. V okviru podjetja razmišljamo o vzpostavitvi sistema kakovosti ISO 14000. Tudi na območju Bosne in Hercegovine pri gradnji novih servisov upoštevamo vse splošno sprejete OMV Istrabenzove standarde, ki presegajo državno zakonodajo.

3.2. Turizem

Svetovne težnje v turizmu vedno bolj izpostavljajo poglobljen odnos do ekologije na vseh področjih. Družbe v Skupini Istrabenz posebno pozornost posvečajo razbremenjevanju vseh elementov okolja od kakovosti zraka, varčevanja z viri energije in vodo, ravnanja z odpadki in odpadnimi vodami do zmanjševanja hrupa. Posebej je pomemben odnos do narave ter razvoj dejavnosti trajnostnega turizma.

Na področju turizma so ključni celostni projekti zagotavljanja kakovosti, zdrave ponudbe in okoljskih standardov. Načrtovana je pridobitev certifikatov za standard pri nadzoru nad nabavo, predelavo in nad končnim plasmajem prehrabnenih artiklov v vseh naših kuhinjah (sistem HACCP). V pripravi je projekt Ecotel, ekološki hotel na Hrvaškem. Pri prenovi Grand Hotela Palace pa bodo upoštevani visoki ekološki standardi na vseh segmentih.

3.2.1. Vode

V hotelskih družbah v čim večji meri zmanjšujemo porabo sveže vode. Z zbiranjem organskih odpadkov zmanjšujemo obremenitev odpadnih voda in čistilnih naprav. Za okolje skrbimo tudi ob nabavi z ustrezno izbiro sredstev za čiščenje hotelov in drugih izdelkov.

V sistemu pitne in sanitarne vode imamo Hoteli Palace vgrajena trošila (pipe, tuši in kotlički), naravnana na manjšo porabo vode, tako da se iztoki reducirajo in neposredno vplivajo na porabo vode. V bazenskem kompleksu uporabljamo termomineralno in morsko vodo ter s tem privarčujemo pri pitni vodi iz vodovodnega omrežja oziroma zmanjšamo njeno porabo. Za vsak hotel posebej smo naredili sanitarni načrt, ki natančno definira način čiščenja posameznih prostorov, vrsto čistil, ki morajo biti v skladu z ekološkimi standardi, in doziranje.

V Grand Hotelu Adriatic zmanjšujemo zmogljivosti pralnic, s čimer se zmanjša tudi količina odpadne vode. Za čiščenje hotela uporabljamo biorazgradljiva kemična sredstva.

V Marini Koper skrbimo za neoporečno morsko vodo. Našo ekološko usmerjenost in osveščenost potrjuje tudi Modra zastava, ki smo jo lani prejeli že četrtič. Za zastavo bomo kandidirali tudi v letu 2004.

Postojnska jama, turizem, pripravlja ureditev postajališča za avtodome. Na urejenem postajališču s 14 napajalnimi sanitarnimi vozli se bodo kanalizacijske odplake odvajale v posebej urejeno komunalno infrastrukturo. S tem se bo preprečilo nenadzorovano prenočevanje in odvajanje komunalnih odplak, ki niso okolju prijazne, na neustreznih mestih.

system. With this we can enforce ESHA standards (Environmental, Safety and Health Affairs), which will be used in future for setting insurance premiums. At the company level, we are thinking about introducing the ISO 14000 quality standard. The general OMV Istrabenz standards – stricter than those required by the state – are being taken into account when building new filling stations in Bosnia and Herzegovina.

3.2. Tourism

World tourism trends also show a higher level of ecological awareness in all areas. Companies in the Istrabenz Group pay close attention to lessening the burden in several ways, from ensuring the quality of air, saving energy sources and water, treating waste and wastewaters, through to reducing levels of noise. Our approach to nature and the development of sustainable tourism activities are particularly important.

Comprehensive projects aimed at guaranteeing quality, healthy products and ensuring environmental standards play a fundamental role in the tourism industry. We plan to obtain certificates for standards of the supervision of purchasing, processing and use of food products in all our kitchens (the HACCP system). We are preparing a project named "Ecotel" for an ecological hotel in Croatia. High environmental standards will be considered at all stages during renovation of the Grand Hotel Palace.

3.2.1. Water

We are trying to reduce as much as possible the consumption of fresh water in all our hotels. By collecting organic waste we contribute to reducing the impact on wastewaters and consequently purification plants. We also keep nature in mind when choosing cleaning and other products for our hotels.

Hoteli Palace use water devices (taps, showers and boilers) that ensure reduced water consumption. At the swimming-pool complex, we use thermal mineral water and seawater thus saving on fresh water from the main water supply. A cleaning schedule has been prepared for each hotel separately, defining for each room the cleaning methods and types of cleaning products to be used – all of which must meet environmental requirements.

At the Grand Hotel Adriatic we are reducing the capabilities of the hotel laundry so as to cut amounts of wastewater. Biodegradable chemicals are used for cleaning purposes in the hotel.

At Marina Koper we care for the safety of seawater. Our ecological awareness is also proven by the Blue Flag, which was awarded to us last year for the fourth time. We plan to apply for the Blue Flag in 2004 as well.

Postojnska jama turizem is preparing a special parking lot for campers. At the parking lot with 14 supply-and-hygiene nodes the sewerage system will be connected to the municipal sewerage system. By offering such services, we will prevent uncontrolled overnight stays and the spillage of waste in improper places.

3.2.2. Odpadki

Pri ravnanju z odpadki smo dosegli pomembne finančne učinke.

V Hotelih Palace smo pripravili standard ločenega zbiranja anorganskih in organskih odpadkov. Za anorganske odpadke smo nabavili stiskalne zabojnike in na ta način prihranili 30 odstotkov sredstev za njihov odvoz. Celotna naložba je bila povrnjena v šestih mesecih. S pomočjo stiskalnice ločeno stiskamo papirnate odpadke, pločevinke in plastične odpadke. V letu 2003 smo deloma rešili tudi problem organskih odpadkov. Sklenili smo pogodbo z družbo za odvoz organskih odpadkov in odpadnega olja, ki jih dnevno odvažajo. S prenovo kuhinje v Grand hotelu Palace bo urejen problem stiskanja in hranjenja organskih odpadkov za celoten kompleks. V hotelih smo namestili mehčalce vode, tako da je življenjska doba delovnih naprav in tehnološke opreme bistveno daljša in je potrebno manj sredstev za vzdrževanje. Glede odvoza odpadnega blata iz Term Palace smo v končnem dogovoru z upravljavcem solin o izdelavi reciklažnih bazenov, tako da bomo blato iz Thalassoterapije reciklirali na solinah. Za transport smo nabavili posebno tovorno vozilo z nakladalno rampo.

V Hotelih Morje smo začeli s projektom organiziranega zbiranja organskih odpadkov, ki jih odvažamo v kompostarno v Domžale. Tako smo dosegli zmanjšanje obremenitev lokalne čistilne naprave in reciklažo odpadkov. Na kuhinjske izlive smo namestili lovilce maščob, kar je omogočilo dodatno zmanjšanje obremenitev okolja z odpadki hotela.

V sodelovanju s podjetjem Ekooperativa opravljamo v Grand Hotelu Adriatic v Opatiji ločeno odlaganje zastarele opreme, kot so baterije in akumulatorji, elektronska oprema, odpadki iz rezervoarjev goriv in kuhinje. Odpadke zmanjšujemo že pri nabavi z nadzorom in opozarjanjem dobaviteljev na pomen ekološko kakovostnih izdelkov, embalaže in lahke biološke razgradljivosti.

3.2.3. Kakovost zraka in podnebne spremembe

V vseh hotelih redno vzdržujemo naprave za kurjenje in spremljamo emisije. Doseženi parametri odgovarjajo zakonskim zahtevam.

Izvedli smo številne tehnične ukrepe, ki zmanjšujejo porabo goriv in električne energije, poudariti pa velja tudi rešitve pri izkoriščanju odpadne toplote. Dosegli smo prihranke pri stroških za energijo.

V Hotelih Palace smo znižali porabo goriv s pomočjo obnovljenih fasad, ki so dodatno toplotno izolirane, vgrajenih stekel na kupolah, fasadi Term in balkonskih vratih v bivalnih prostorih hotelov. Namesto klasičnih radiatorjev imamo parapetne ali stropne vpihvalne konvektorje s termostatskim vklopom, kar omogoča dodatni prihranek. Pri strojnih napravah imamo v celoti rešen problem rekuperacije odpadne energije v termalnem kompleksu in bazenskih sklopih. V Grand hotelu Palace uporabljamo odpadno energijo za segrevanje vode v bazenih in predgretje sanitarne vode, v hotelih

3.2.2. Waste

Our waste-management policy helped us achieve significant financial results.

At Hotel Palace, we prepared standards for the separate collection of inorganic and organic waste. We purchased press containers for compacting inorganic waste and saved 30 percent of the removal costs. The entire investment paid off within six months. Paper waste, aluminium cans and plastic waste are compacted by such press containers. In 2003, we also partly solved the problem of organic waste. We stipulated an agreement with an approved company entitled to remove organic waste and spent oil. The renovation of the kitchen at the Grand Hotel Palace will resolve the question of compressing and storing organic waste for the entire complex. Water softeners have been installed at hotels so that the useful life of working equipment and devices is prolonged and fewer funds are spent on maintenance. The negotiations with the management of the saltworks on basins in which to recycle the mud used for the thalasso-therapy at Terme Palace are in their closing stage. We purchased a special transport vehicle equipped with a loading ramp for these purposes.

At Hotel Morje, we organised the collection of organic waste which is transported to a compost plant in Domžale. We reduced strain on the local purification and waste recycling plant. Oil catchers have been installed on kitchen outlets, cutting the environmental burden represented by hotel waste.

Pieces of used equipment such as batteries, storage cells, electronic equipment and waste from fuel tanks and from the kitchen are collected at the Grand Hotel Adriatic in Opatija separately in co-operation with Ekooperativa. We manage to reduce the volumes of waste by warning our suppliers at the time of purchase about the importance of environmentally-friendly products, especially in terms of recyclable or biodegradable packaging.

3.2.3. Air quality and climate changes

The heating devices and emissions are being constantly monitored in all our hotels. The parameters are all in line with regulatory requirements.

We introduced several technical measures to reduce the consumption of fuel and electricity. We should point out our waste-heat recovery solutions. We managed to bring our energy expenses down.

At Hotel Palace, we reduced fuel consumption by adding additional insulation to the facades, glass domes, the facade of Terme and balcony doors in hotel rooms. Instead of traditional radiators, we use wall or ceiling thermostatic convective heaters, which create additional savings. We resolved the issue of recovering waste energy from technical equipment at the thermal complex and swimming pools. We use waste energy to heat the water in swimming pools and preheat the sanitary water at the Grand Hotel Palace, to preheat sanitary water at the hotels Apollo

Apollo in Neptun za predgrevanje sanitarne vode, v Termah pa za segrevanje oziroma predgrevanje morske vode za potrebe termalno-rekreacijskega centra in thalasso centra. Uporabljamo dve vrsti goriva; plin za potrebe hotelskih kuhinj, ekstra lahko kurilno olje pa za ogrevanje prostorov in sanitarne vode. V času kurilne sezone uporabljamo le centralno kotlarino, v času izven kurilne sezone pa manjša kotla, tako da privarčujemo do približno 11 odstotkov goriva.

Porabo električne energije v Hotelih Morje znižujemo z vgradnjo varčnih žarnic in vgrajevanjem senzorjev za vklopiljanje razsvetljave. Vgrajene imamo klimate, ki imajo frekvenčno regulacijo ter več režimov obratovanja (dnevni, nočni, občasn), in frekvenčne črpalke (kotlovnica), ki prilagodijo moč na obseg obratovanja oziroma potrebe sistema. Junija 2003 smo začeli s poskusnim obratovanjem sistema za vodenje električne konice. Sistem deluje tako, da odklaplja večje porabnike za krajši čas, ko njihovo obratovanje ni nujno in s tem preprečuje visoko trenutno porabo električne energije.

3.2.4. Hrup

V Hotelih Morje je spremljava hrupa pokazala, da so emisije hrupa v okolje v okviru zakonskih kriterijev. Ne glede na rezultate smo v letu 2003 zaradi znižanja obremenjenosti okolja postavili zvočno pregrado pred hladilne agregate hotela Riviera.

3.2.5. Varovanje narave

Družba Postojnska jama, turizem, razvija svoje produkte v smeri trajnostnega turizma in vključevanja širšega območja v svojo ponudbo. Produkti, ki jih razvijamo, so pohodništvo po Notranjski, jamski trekking, kolesarjenje, čolnarjenje, konjenišvo, fotolov in opazovanje živali. Dejavnosti so zastavljene po načelih trajnostnega turizma in upoštevajo prostorsko in sezonsko razpršenost v prostoru, obiske v manjših skupinah, prostorsko označene trase, poti in dejavnosti, speljane po načelu sprejemljive prostorske zmogljivosti. Za izvedbo rekreativnih dejavnosti v naravi se predvideva dodatno usposabljanje obstoječih in dodatnih vodnikov. S posebnimi ekološkimi usmeritvami želimo zmanjšati vpliv na ekosisteme. V sistem postojnskih jam smo prepovedali vnašanje organskih snovi, zmanjšali smo obseg vodenja v dele Postojnskih jam, ki so sicer zaprte za javnost. Postojnske jame z okolico si v zadnjih dvajsetih letih skupaj s sosednjimi lokalnimi skupnostmi prizadevajo za razglasitev zavarovanega območja v kategoriji varstvenih režimov regionalnega parka Snežnik.

V Grand Hotelu Adriatic načrtujemo v naslednjih treh letih izpeljati projekt Ecotel. Poudarek bo na ekološkem programu, varčevanju z energijo, socialnem programu in programu izvedbe ISO standarda za tehnično službo. Cilji projekta so zmanjšati zdajšnjo potrošnje energije za 65 odstotkov, doseči večjo učinkovitost vseh služb znotraj hotela, doseči večjo ugodnost za goste in zgraditi novo znamko Ecotel.

and Neptun, and to heat or preheat seawater at the thermal-recreational centre and the thalasso-therapy centre at Terme. We use two types of fuel: gas in hotel kitchens and ultra light fuel oil for heating rooms and sanitary water. During heating seasons, we only use the central boiler house while in warmer seasons we use only two smaller boilers and thus save 11 percent of fuel.

We are reducing electricity consumption at Hotel Morje by using energy-saving light bulbs and sensor switches. The air-conditioning systems feature frequency regulators, various operating modes (daily, night-time, occasional) and frequency pumps (at the boiler house) that regulate their power according to current needs. In June 2003, we started testing the system for managing electricity peaks. The system temporarily switches off devices with bigger consumption when they are not strictly needed to reduce the overall consumption of electricity.

3.2.4. Noise

The monitoring measurements of noise levels at Hotel Morje have shown noise emissions to be within allowed levels. Nonetheless, in 2003 we installed a noise barrier in front of the cooling aggregates at Hotel Riviera, to reduce the environmental burden.

3.2.5. Environmental protection

Postojnska jama turizem is developing its products with an eye on sustainable tourism and inclusion of the wider local area into the offer. The products being developed include hiking in the Notranjska region, cave trekking, cycling, rafting, horse riding, photographic hunting and animal watching. The activities are defined in line with the principles of sustainable tourism, which imply taking into consideration the characteristics of the local area in different seasons, visits in smaller groups, paths or itineraries, defined in terms of spatial capabilities. We intend to train the existing and future guides for the organisation of recreational activities in nature. Special environmental guidelines are designed to reduce the impact on ecosystems. We forbid carrying organic materials into the Postojna cave system and have reduced the number of visits to those sections of Postojna caves normally closed off to the public. Over the past twenty years Postojna Caves and the local communities have been working together to have the Regional Park of Snežnik declared a protected area.

At the Grand Hotel Adriatic, we intend to complete a project called Ecotel within the next three years. It will focus on ecological programmes, energy saving, social programmes and the introduction of ISO standards to its technical services. The aim of the project is to reduce the current consumption of energy by 65 percent, achieve better efficiency of all hotel services, offer greater value to customers and establish the new Ecotel brand name.



3.3. Speleobiološka postaja

Družba Postojnska jama, turizem, je uredila in leta 2003 odprla za obiskovalce Speleobiološko postajo, ki je eden od ključnih produktov učno naravoslovnega turizma. Obisk Speleobiološke postaje je namenjen manjšim skupinam in individualnemu ogledu. Pri njeni obnovi in ponovni vzpostavitvi so bile upoštevane stroge ekološke zahteve. Vplivi osvetlitve na jamsko življenje so zmanjšani na minimum. Urejena je v skladu z naj sodobnejšimi normativi zadrževanja živali v ujetništvu.

Pri obnovi in ponovni vzpostavitvi so bile upoštevane ekološke zahteve v skladu z Zakonom o ohranjanju narave. Osvetljevanje jamskega okolja in jamskih živali je tako zmanjšano na minimum. Notranjost postaje je urejena tako, da razsvetljava ne vpliva na povečanje stalne temperature v jami. Razsvetljene so le pohodne površine, s senzorji pa se osvetlitev aktivira takrat, ko se približajo obiskovalci. Tako jamsko okolje ni prekomerno osvetljeno, s čimer se prepreči nastajanje zelenih alg na sigastih tvorbah, obiskovalci pa se lahko kljub temu nemoteno gibljejo po razstavi.

Akvarij in terarij sta urejena v skladu z naj sodobnejšimi normativi zadrževanja živali v ujetništvu z namenom prikazovanja javnosti, saj smo z njimi poskušali zagotoviti pogoje, ki so kar najbolj sorodni naravnim. Obisk Speleobiološke postaje je namenjen manjšim skupinam in individualnemu ogledu in ni primeren za množične ogleda kot v primeru Postojnske jame.

V času od odprtja, 11. aprila 2003, do konca leta si je objekt ogledalo 5.088 obiskovalcev. Izdan je bil vodnik po razstavi, pripravljeno šolanje za vodnike ter priročnik za vodnike.

Speleobiološka postaja in ogled Postojnske jame sta ključna elementa pri razvoju učno naravoslovnih vsebin za produkte, ki vključujejo izobraževalne vsebine ciljnih skupin osnovne šole (skupinsko delo), srednjih šol (skupinsko in individualno delo) ter univerzitetnega študija (individualno delo). Z intenzivno akcijo v letu 2004 želimo animirati slovenske, italijanske, avstrijske ter hrvaške osnovne šole za večji obisk in vključitev ponujenih vsebin v učne načrte biologije, naravoslovja, spoznavanja narave in družbe ter geografije. Nadalje želimo še razširiti ponudbo učno naravoslovnega turizma z vsebinami kraških fenomenov na Notranjskem.

3.3. The speleo-biological station

In 2003, Postojnska jama turizem, initiated its speleo-biological station and opened it to the public. It is one of the main products of educational natural-science tourism. The speleo-biological station is open for visits by smaller groups and individuals. It has been renovated and reopened with respect for strict environmental criteria. The impact of light on the cave fauna has been reduced to a minimum. The station has been organised in line with the most advanced norms for keeping animals in captivity.

The renovation took into account the stringent ecological requirements of the Nature Conservation Act. The lighting of the caves is reduced to a minimum so as to protect cave animals. The cave's interior is regulated in a way to prevent the temperature from rising because of the lighting. Only walking paths are lit and lights are activated by sensors when visitors come to a section. The cave environment is thus kept in the dark, preventing the formation of green algae on sinter, while visitors can move about freely.

The aquariums and terrariums are set in line with the latest regulations on keeping animals in captivity for the purpose of public exposure. We tried to create conditions as close to those found in the natural environment as possible. The speleo-biological station is open to visits by smaller groups and individuals and is not intended for mass groups like, Postojna Caves.

From its opening on 11 April 2003 until year's end, the station had been visited by 5,088 people. A guide to the exhibition was published, along with the preparation of seminars and a manual for guides.

The speleo-biological station and a visit to Postojna Caves are key elements in the development of educational natural-science contents for products targeting primary schools (team work), high schools (team and individual work) and universities (individual work). In 2004, we intend to encourage visits from Slovenian, Italian, Austrian and Croatian primary schools through an intensive campaign. We also want to have our offer included in the educational programmes of biology, natural science and nature, society and geography classes. Further, we want to expand the offer of natural-science tourism to the study of Karstic phenomena in the Notranjska region.

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