

# LOUIS PHAETHON BEACH HOTEL

TRAVELIFE SUSTAINABILITY REPORT 2015 – 2016



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At Louis Phaethon Beach Hotel we are committed to green hotel policies and the implementation of proactive measures to help protect and sustain the environment for future generations. We recognise the impact of our operations on the environment and aim to be an increasingly efficient green and environmental hotel. We strive to minimise any detrimental effects as a result of our business. By working together we can contribute to making a cleaner and safer environment and ensure environmental issues remain a focal point and receive proper attention.

- Comply with relevant environmental legislation and take a proactive approach to future requirements and obligations.
- Seek to conserve natural resources through the responsible use of energy, water and materials but also maintaining the quality of service expected by our guests.
- Monitor performance and aim for continued improvement by reducing re-using, and recycling in areas such as energy consumption, reduction of waste materials and water consumption.
- Work with suppliers who have compatible policies for managing their impact on the environment.

The Louis Phaethon Beach is very proud with its sustainability progress and activities. Over the last few years, the hotel has managed to maintain and improve in various areas thanks to its employees' efforts and loyalty towards the environment, the respect towards human rights, promotion and support to the local community and local charities etc.

This report is prepared so as to keep up-to-date the hotel's senior management team and subsequently the rest hotel's employees.



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### REVIEW OF MEASURING CUSTOMER SATISFACTION

Through our active environmental team we will ensure that our efforts are continually reviewed , updated and communicated to all staff. The satisfaction of hotel customers was analyzed using as a basis three different sources of information: [1st] based on the hotel's questionnaires - [2nd] based on customer satisfaction results through the Thomson TUI company [which is the principal of our hotel customers Feeder] - [3rd] means research / cooperation with the company MV Opinion .

**General conclusions:** The results of the analysis of customer satisfaction guest questionnaire was generally good within the targets set for the year.

Analysis / comparisons TUI company questionnaires:

- Regarding quality results as measured by TUI, the checks made during 2015, the results were quite satisfactory taking into account the high occupancy and the high percentage of all inclusive customers.
- Analytical results are kept electronically in the Director's office.
- Briefly mention that the target for 2015 and for 2016 remained unchanged at 8.83.
- The result for 2015 ended at 8.90 while the results so far for 2016 are at 8.97.
- The above results have led to the awarding of the Golden Award of TUI in 2015 for one more year.
- The aim is to maintain the high level of service whilst achieving/exceeding targeted energy savings

### EXAMPLES OF EVERYDAY ACTIONS

#### SAVING ENERGY BY ....

- Use of low energy light bulbs & LED
- Outdoor lighting controlled through automatic timer system
- Electricity occupancy switches (keyfobs) in guest rooms
- Air-conditioning / Heating in guestrooms automatically switches off when balcony doors are open.
- Switching to flat LED TV's from 'old' tube type. Auto shut-off timers on TV sets
- Reduction in laundry by the Re-use of towels on guest request.
- Clearer signage at recycling points in staff and customer areas for waste separation



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### CONCLUSION/TARGETS

The above actions have managed to bring good results. Compared to last year, in 2016 we have successfully reduced the 'kilowatt hours' per guest (combining fuel, gas & electricity together) by more than 4% i.e. 23.00kWh per guest night (in 2016) compared to 24.39kWh per guest night in 2015. [FIGURES BASED UP TO SEP' 2016]. In details:

- Electricity consumption [kWh per guest night] in 2015: 12.40
- Target for 2016: 11.90
- Actual in 2016: 11.00
- Fuel consumption [kWh per guest night] in 2015: 10.37
- Target for 2016: 9.95
- Actual in 2016: 9.74
- Gas consumption [kWh per guest night] in 2015: 2.37
- Target for 2016: 2.27
- Actual in 2016: 2.27

### SAVING WATER BY ....



The Louis Phaethon beach Hotel tries also to control the consumption of water, both potable and irrigation water with various ways.

These are:

- Lower water flow at all water outlets.
- Toilets are equipped with low flush buttons.
- Hot water constantly circulates in the hotel.
- Public area showers work with push buttons for up to 15 seconds. .
- Guests are encouraged to reuse their bath towels and save water.
- Daily recordings of consumption of potable water.
- Daily recordings of consumption of irrigation water.
- Modest watering of gardens & consumption of irrigation water.
- Grey water is disposed to the public sewage treatment lagoon system etc.



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### CONCLUSION/TARGETS

Staff (and guests) are now aware and more concerned about water consumption and all parties would try their best to minimize the same. Targets for 2015-2016 were reached.

- Potable & Irrigation water consumption [m3 per guest] in 2014: 0.29m3 (per guest night)
- Target for 2015: 0.28m3
- Actual in 2015: 0.27m3
- Target for 2016: 0.26m3
- Actual in 2016: 0.26m3

### RECYCLING....

Waste minimization is a process of elimination that involves reducing the amount of waste produced in our hotel and helps eliminate the generation of harmful and persistent wastes, supporting the efforts to promote a more sustainable society. We, here at Louis Ledra, take various actions so as to minimize waste by:



- We recycle glass, paper, cardboard, plastic, metal, batteries, used cooking oil (UCO), lamps and electric devices.
- We use reusable polycarbonate cups instead of disposable plastic cups. • Water is served by glass rather than in bottle.
- We purchase in bulk when possible.
- Installed a compactor in the garbage collection area to decrease the need for garbage collection.
- We own recycling bins positioned in most of the public areas in order to promote recycling culture.
- Instructions are given to all staff to print only when necessary, on double sided paper and in black & white whenever possible.
- We re-use destroyed linen as cleaning rags and food items not consumed in buffet are taken to the staff cafeteria for consumption.
- Guests and staff are now given pens made of recycled material and we also avoid using extra plastic decorative straws/materials for drinks etc.

### CONCLUSION/TARGETS

Targets were met. Staff are now adhering to management's instructions for maximum recycling. Targets for 2015-2016 were reached. :





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	2014		2015		2016	
	m <sup>3</sup>	m <sup>3</sup> Per guest	m <sup>3</sup>	m <sup>3</sup> Per guest	m <sup>3</sup>	m <sup>3</sup> Per guest
Paper	895	0.0036	951	0.0035	1070	0.0037
PMD	181	0.0007	199	0.0008	239	0.0009
Glass	247	0.0010	275	0.0011	315	0.0011
Food	1075	0.0043	1101	0.0042	1064	0.0039

TARGET 2015-2016	
Paper	970 (2.0% PLUS)
PMD	203 (2.0% PLUS)
Glass	281 (2.0% PLUS)
Food	1079 (2.0% LESS)

### CHEMICALS

The hotel has adopted the policy in purchasing environmental friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use.

We also keep records of all chemicals' details incl. consumption, storage quantities, hazardous & non-hazardous info. of each chemical etc. Staff are trained to take all precautions when dealing with them using the required protective measures and knowing their correct use.



### CONCLUSION/TARGETS

Our target was to have zero incidents of spillages as well as accidents involving employees (and guests) and chemicals. No incidents were recorded during the last couple of years.

### PURCHASING

Whilst ensuring a wide range of high quality products, the Louis Phaethon Beach hotel purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad.

Additionally, prior to every purchase of electrical equipment, we have asked our head offices [who decide from who to purchase this equipment from] to consider buying equipment that are energy efficient. We have also asked our head offices' purchasing department to consider [when dealing with suppliers for forthcoming annual purchasing agreements] to supply us in bulk so as to reduce carton paper.

We have also been in touch [in writing] with our local suppliers and have informed them of our Sustainability Policy and have asked them to keep in mind and consider the said policy by assisting us from their side adopting similar methods.



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### CONCLUSION/TARGETS

We believe that the above mentioned actions have helped our scope and subsequently improved the awareness of sustainability with matters related to purchasing.

The targets set are:

- As is better control over the delivery of the various products
- Direct reference fortunes problems [Corrective & preventative form]
- Frequent calls from our part, for the presentation of analyzes of the products we are supplying plus Greek and English labeling on all products.

### COMMUNITY

Communities are the heart of nations. When families thrive, communities thrive.

The Louis Phaethon Beach Hotel is committed to working with local businesses, agencies, churches and organizations who believe in building strong communities. We therefore:

- Recruit local people [or people living locally] so as to help money circulate within the community and discourage locals to seek for jobs abroad.

In 2015 Louis Phaethon Beach employed 207 employees. From those people 93 were men and 114 were women. Also from 207 employees 151 were permanent residents and 56 foreigners.

In 2016 Louis Phaethon Beach employed 221 employees. From those people 102 were men and 119 were women. Also from 221 employees 156 were permanent residents and 65 foreigners.

- When possible we participate in fundraisings, organize our own charity events or/and donate food or equipment we no longer use.
- We promote to our guests the 'Cyprus Breakfast' and various other traditional culinary options at lunch and dinner. Our all inclusive drinks package involves mostly locally produced alcoholic and non- alcoholic drinks.
- Also, local events and businesses are permitted to promote their services and products for free (flyers, brochures).
- The hotel employees donated money to Pasikaf-Cancer patients.
- We raise money for Pafiakos CCP animal welfare.
- We keep our beach plastic free - placing ashtrays at the beach area is great way to protect the environment and sea life but also improve the appearance of the beachfront to be enjoyed by locals & foreign visitors; also cigarette butts extinguishers are now placed on the beach etc.
- We participated in the 'All Inclusive Ambassador Program' where hotel staff are promoting local restaurants and bars and other nearby attractions and businesses so 'all inclusive' guests will know what the local area has to offer.

### CONCLUSION/TARGETS

The hotel's relationship with the local community has improved a lot with positive cooperation with all sorts of local associations and businesses. The hotel aims and will continue to aim to assist and support the local community with every possible way.



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### HUMAN RESOURCE



Our hotel adheres to the rules and regulations of Cyprus' employment law. We do not discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information. Because of this:

- We recruit regardless of gender, age, race, nationality, religion, or/and disability.
- We recruit people of the minimum age required by law.
- Our new employees have an induction week (hotel policies, health & safety, job training) and provided with the company's Codes of Conduct booklet.
- When there is a job opening, we try to promote from within – 70% of our Management team have been promoted internally from both the Phaethon Beach and the Louis Hotel Group.
- We also aim to re-employ our staff every year – 75% are repeat employees.
- All employees are entitled to benefits (i.e. social insurance, annual leave, sick leave, uniforms, meals on duty, join the Hotel Unions).

Staff training needs: For the staff training program in 2016 we held various seminars and provided various trainings programs that were conducted throughout the year. It was during these seminars that we were able to do an assessment of the results in which all agreed that the more training given to staff the better for everyone in order to further their development. The areas we feel more training is needed is as follows:

The focus needs to Safety & Health, Environmental, Fire, Food Safety, First Aid & Lifeguard Effectiveness and cleaning. During 2015 – We conducted in total 120 Hours of various training. & during 2016 a total of 140 hours of various training was provided..

### CONCLUSION/TARGETS

During 2015 and 2016, there have been no cases of complaints related to employment and human rights nor any differences with employees regarding mistreatment and unfair dismissals. Targets for zero cases with human resource related issues have been successfully achieved.

Stationary and main goal of management is the continuous training of personnel in various departments and levels.





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### HEALTH & SAFETY

We adhere to all Health and Safety at Work regulations as we wish to ensure the safety and welfare of all of our employees. We provide to all employees the necessary tools so as to work in a safe environment; these may include training seminars on safety and health, related information leaflets and guidelines, various safety equipment to work with as well as 'safety data sheets' of chemicals etc. Several other publications such as the 'Evacuation & Emergency Plan', 'Louis Hotels manuals', the 'Codes of Conducts handbook' etc. are also given to staff and are available to read and use.

Furthermore, we apply rules on personal appearance and hygiene, we provide staff with the best possible food options as well as changing rooms / shower rooms.

With regards to accidents and illnesses [involving both guests and employees], we record all kind of accidents/illnesses no matter how important they are, and we take immediate corrective actions so as to prevent them from happening again. An analysis of all accidents and illnesses is done twice a year in order to study their nature, frequency, cause, location etc. Preventive actions are taken when necessary and if possible.

### CONCLUSION/TARGETS

Our targets on Health & Safety are ongoing and remain the same; we want to provide the safest environment to both guests and staff with zero accidents and zero illnesses occurring around the hotel's premises. When these occur though, we evaluate and investigate each and every incident so as to take all the right corrective actions in order to prevent them from happening again and/or to stop any possible spread of a infection.



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### GRIEVANCE & DISCIPLINE



All members of staff may discuss any issues and personal complaints with their Head of Departments.

If they feel that their issue and/or complaint was not resolved, after meeting with their department head, they are free to ask to meet with the Hotel Manager. Staff need to feel comfortable with their colleagues and supervisors, and furthermore at their workplace, therefore meeting with their head of department and the hotel management is made easy for them.

Disciplinary penalties / warnings are given/issued by the Department Heads. In case of minor wrong doing, the employees are issued with a verbal warning. Repeating or in case of another minor wrong doing, will lead to a written warning. Whilst issuing a warning, the employee is explained why he or she is receiving the said warning so as to understand his/her wrong doing in order to avoid repeating it in the future. If this continues, and after issuing a 3rd written warning, employees are dismissed from the hotel. Every time an employee is issued with a warning, the employee's trade union representative is copied with the warning.

In case of serious wrong doing (i.e. stealing, abusing/bullying colleagues or guests, etc.), the employee will be dismissed on the spot with no warning.

At the beginning of their employment, all employees are issued with the 'Codes of Conduct' handbook; all information related to employment conditions, disciplinary rules and regulations, "do's" and "don'ts" etc. are mentioned on the said handbook so as employees read and understand the same.

A suggestions box is also available so employees can use to drop their suggestions/complaints etc. anonymously or by using their name.

### CONCLUSION/TARGETS

We aim to provide our employees with a friendly, comfortable environment so as to make it as easy as possible [for them] to express concerns and issues related to work when needed. Staff are treated fairly and are explained in detail what is expected from them whilst at work incl. grievance and discipline.

### CHILD PROTECTION



The Louis Phaethon Beach Hotel fully supports the protection of under-aged including child labour, physical and sexual abuse. All employees receive training to distinguish basic children abuse incidents and are also encouraged to report to the hotel's management when they notice one. The management in return will immediately report the incident to the local child protection authorities whether they originate from guests or employees. Our hotel and its employees can not under any circumstance tolerate such incidents.

### CONCLUSION/TARGETS

We did not notice neither we have been informed about any such incidents. We aim to continue protecting children by training our staff so as to be able to identify any kind of abuse and subsequently report the same at the local authorities.

