

### **LOUIS PHAETHON BEACH** SUSTAINABILITY REPORT

#### • **REPORTING PERIOD: 2020**

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# **LOUIS HOTELS & RESORTS OVERVIEW**

• The Louis Group is one of the leading travel, cruising and hotel groups in the Mediterranean with over 80 years of experience. As a member of the Louis Group, Louis Hotels, with over 77 years in the hospitality industry has a leading position in the hotel sector in both Cyprus and Greece with 6 hotels in Corfu, Mykonos, Crete and Rhodes and 20 hotels & villas in Paphos, Protaras, Limassol, Polis Charsechaus and Nicesia Polis Chrysochous and Nicosia.

Our brand values are synonymous with offering:

- VALUE FOR MONEY HOLIDAYS
- WARM HOSPITALITY AND A LOCAL EXPERIENCE FRIENDLY SERVICE BY MULTILINGUAL STAFF. CONSTANT INNOVATION RESPECT FOR THE ENVIRONMENT

- **RESPECT FOR OUR GUESTS**

A culture committed to ensure that our operations will have a positive impact to the environment and the community.





Louis Phaethon Beach, Paphos, Cyprus

- Situated on Yeroskipou beach, only 3km from the center of historical Kato Paphos, Louis Phaethon Beach is ideal for those seeking a holiday with a wealth of activities and entertainment at hand. Spread amongst beautiful gardens, forms an ocean of green bounded by seas of blue.
- A world of endless possibilities with active holidays that stimulate the body, the mind and the appetite. Relax and unwind in the lush gardens surroundings the pool and match the warm sun with a cool drink.





# NEW LOOK SINCE 2020

- In an effort to constantly improve our customers' experiences, Louis Hotels is investing considerably in the renovation of its existing properties.
- More specifically, in January 2020 our famous 4\* hotel Louis Phaethon Beach, located in Paphos, Cyprus, underwent major renovations.
- Louis Phaethon Beach fully refurbished all its rooms, the hotel's lobby and its main restaurant.





## BREAKFAST LUNCH DINNER

- The Louis Phaethon Beach Hotel offers an all-inclusive package for your beach holiday in Cyprus.
- Enjoy the convenience and carefree solution of all-inclusive starting your day with an extensive and delicious breakfast including hot and cold buffets; salad displays, pizzas, hot and cold snacks for lunch, or convenient packedlunches for your days out.
- In the evening, generous buffets are served in our main restaurant, we also organize exclusive theme nights with Cypriot, Italian, Greek or seafood specialties.
- Also available are children's menus, night snacks, hot drinks, alcoholic and alcohol-free drinks.



# OUR SUSTAINABILITY ENVIRONMENTAL



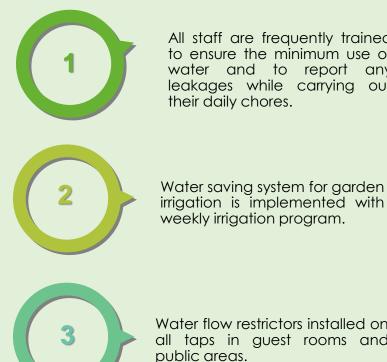
- ✓ A designated Green Team appointed to implement our sustainability policies and standards.
- ✓ Policy documents publicly available for all to see online and on-site.
- ✓ Annually recording and monitoring our progress against set timeframes.



### ENVIRONMENTAL & SOCIAL ISSUES

• WATER is sourced from the Geroskipou Municipality & Water Development Department.

# WATER SAVING INITIATIVES



All staff are frequently trained to ensure the minimum use of water and to report any leakages while carrying out their daily chores.



Information cards are provided in all guest rooms for reusing towels. Pool towels are replenished every 48 hours.



Information is provided in Information Board, Lobby area Eco Spot, website sustainability report and staff areas notice board for water saving measures.



Water flow restrictors installed on all taps in guest rooms and public areas.



Daily Maintenance checks are carried out, followed up and rectified immediately on faults and leeks.

# WATER QUALITY

High water quality is ensured by the following actions:

- 1. Microbiological pool water analysis is carried out on a monthly basis.
- 2. Chemical pool water analysis is carried out one a year.
- 3. pH and other parameters are being checked daily in all swimming pools and are regulated manually in accordance with supplier instructions.
- 4. Microbiological analysis of potable water.
- 5. Legionella analysis is carried out twice a year.

#### Irrigation:

Our gardens are irrigated with water provided from Water Development Department. To ensure sea water quality:

The hotel beach front is cleaned daily, and a beach clean υp is frequently organized by the green team. Our beaches are maintained organic as possible without disturbing the area as we have natural sea life which visits the area during specific months of the season.

## **ENERGY SOURCES**

### ELECTRICITY

- Electricity Authority of Cyprus supplies our electricity.
- Our Maintenance Department monitors the electricity consumption daily.
- Electricity is used for refrigerators, pumps, lights and all other equipment.

### LPG

- Petrolina is our LPG supplier.
- Our Maintenance Department monitors the LPG consumption daily.
- LPG and diesel consumptions are measured and documented.
- LPG is used for our Kitchen Department.





- Use of Electrical Lighting System (BMS).
- All new equipment purchased is energy efficient.
- All light bulbs have been replaced with low energy bulbs and LED lighting which reduces electricity consumption (Lighting Control/Dimmer).

## **ENERGY** SAVING INITIATIVES



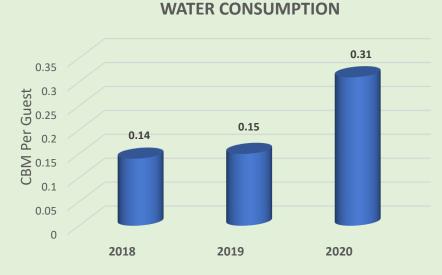
• An automatic timer switch has been installed in our outdoor areas. The timers changed depending on the month and daylight saving.

 Guest rooms are supplied with automatic mechanism (key) switching off lights when leaving the room. Heating & AC do not function if balcony doors are open. Monitoring and adjusting temperatures of AC/Heating in public areas.

• Continuous staff training on how to reduce the consumption of gas and diesel through the right use of equipment.

- Use of inverted pumps
- Implementing preventive maintenance through the annual maintenance program to reduce energy loss in all machinery
- Daily recording of gas diesel consumption to identify wastages, and extensive consumptions

# WATER CONSUMPTION COMPARISON



	2018	2019	2020	
Water Consumption (m <sup>3</sup> PPPD)	0.14	0.15	0.30	
	KPI 2017 - 2018	KPI 2018 - 2019	KPI 2019 - 2020	
	0.13	0.14	0.15	

Our targets has not been met for the year 2018 - 2020 due to the covid pandemic. The hotel was closed for the period of:

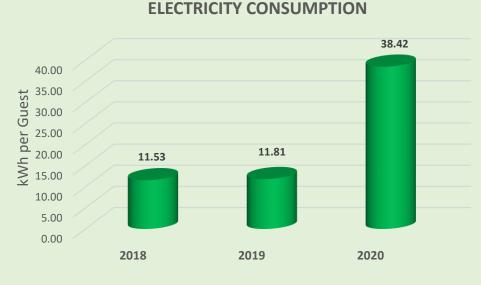
#### 2020 (April, May, June)

Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

#### **Total Water Consumption:**

**2018:** 83621 m<sup>3</sup> **2019:** 86713 m<sup>3</sup> **2020:** 62416 m<sup>3</sup>

# **ELECTRICITY CONSUMPTION COMPARISON**



	2018	2019	2020
ELECTRICITY CONSUMPTION (KWH PPPD)	11.53	11.81	38.42
	KPI 2017 - 2018	KPI 2018 - 2019	KPI 2019 - 2020
	10.64	11.30	11.57

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Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

**Total Electricity Consumption:** 

**2018:** 3,654,802 kWh **2019:** 3,461,849 kWh **2020:** 1,726,452 kWh

# LPG CONSUMPTION COMPARISON

LPG CONSUMPTION 5.00 5.00 4.00 3.00 1.84 1.80 1.00 0.00 2018 2019 2020

	2018	2019	2020	
LPG CONSUMPTION (KWH PPPD)	1.84	1.80	5.68	
	KPI 2017 - 2018	KPI 2018 - 2019	KPI 2019 - 2020	
	1.32	1.80	1.76	

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#### 2020 (April, May, June)

Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

#### **Total Gas Consumption:**

**2018:** 554,016 kWh **2019:** 506,230 kWh **2020:** 225,716 kWh

# FUEL CONSUMPTION COMPARISON

25.00 20.00 20.00 15.00 5.00 0.00 2018 2019 2019 2020 2020

**FUEL CONSUMPTION** 

	2018	2019	2020
FUEL CONSUMPTION (KWH PPPD)	6.90	8.15	21.30
	KPI 2017 - 2018	KPI 2018 - 2019	KPI 2019 - 2020
	2.53	6.76	7.99

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#### 2020 (April, May, June)

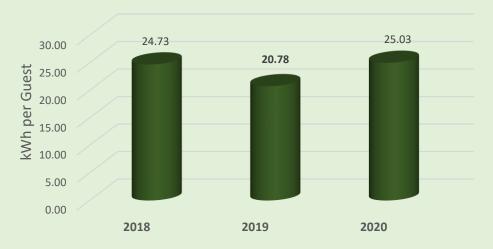
Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

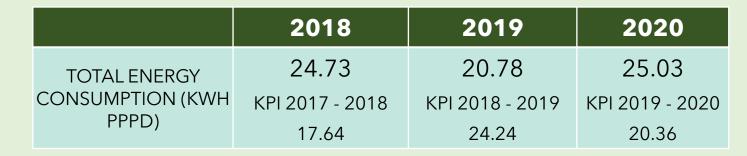
#### **Total Fuel Consumption:**

**2018:** 2,017,290 kWh **2019:** 2,041,492 kWh **2020:** 946,033 kWh

# TOTAL ENERGY CONSUMPTION COMPARISON

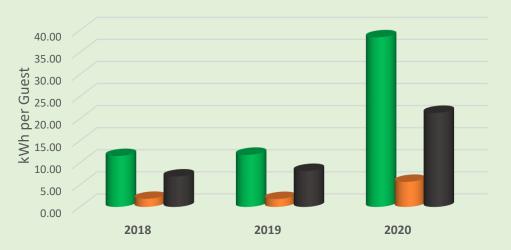
#### TOTAL ENERGY CONSUMPTION





Our targets has not been met for the year 2018 - 2020 due to the covid pandemic. The hotel was closed for the period of:

2020 (April, May, June)



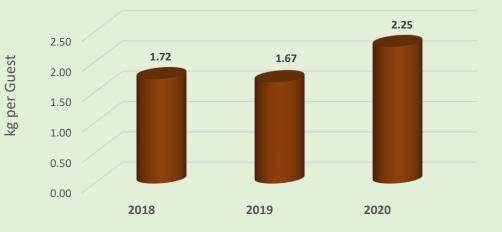
■ Electricity ■ LPG ■ Fuel

Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

**Total Energy Consumption: 2018:** 6,216,108 kWh **2019:** 6,059,877 kWh **2020:** 2,898,201 kWh

# WASTE PRODUCTION COMPARISON

#### WASTE PRODUCTION



	2018	2019	2020
WASTE	1.72	1.67	2.25
PRODUCTION (kg PPPD)	KPI 2017 - 2018	KPI 2018 - 2019	KPI 2019 - 2020
	0.11	1.69	1.64

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Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

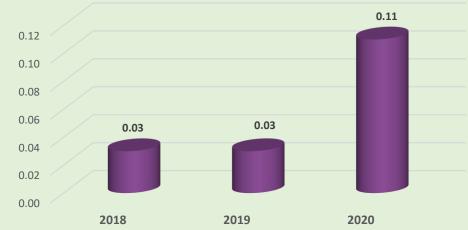
Total Waste production (Not-hazardous):

**2018:** 529,642 kg **2019:** 486,426 kg **2020:** 100,857 kg



# HAZARDOUS WASTE RECYCLING COMPARISON

#### HAZARDOUS WASTE RECYCLING





2020

2019

	2018	2019	2020
HAZARDOUS WASTE RECYCLING (kg PPPD)	0.03	0.03 0.03	
	KPI 2017 - 2018	KPI 2018 - 2019	KPI 2019 - 2020
	0.04	0.03	0.03

No spillages or incidents were recorded during the last 3 years.

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#### 2020 (April, May, June)

Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

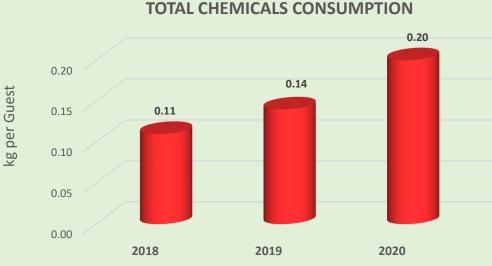
Total UCO Recycled:				
2018:	9,405 kg			
2019:	8,650 kg			
2020:	4,940 kg			

**Total Batteries Recycled:** 2018: 13 kg 2019: 18 kg 2020: 0 kg

kg per Guest

2018

# **CHEMICALS CONSUMPTION COMPARISON**



	2018	2019	2020
TOTAL CHEMICALS CONSUMPTION (kg PPPD)	0.11	0.14	0.20
	KPI 2017 - 2018	KPI 2018 - 2019	KPI 2019 - 2020
	0.122	0.103	0.132

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#### 2020 (April, May, June)

Due to the number of bed nights for 2020 being significantly lower in comparison to the two previous years, the consumption PPPD has been significantly increased.

#### **Total Chemicals Consumption:**

**2018:** 34,137 kg **2019:** 41,225 kg **2020:** 9,066 kg



# WASTE MANAGEMENT

The hotel is connected to the public sewage system.

Waste water is sent to the public biological plant and checked monthly by the government authorities for controlling the legal requirements for BOD and COD.

Procedures are followed to reduce the BOD and COD of the waste water by:

- Collecting cooking oil and disposing through an approved supplier.
- Vinegar is used for cleaning kettles and cutlery.

## **REDUCING AND MINIMISING WASTE**



### Recycling

- Glass
- Paper
- Cardboard
- Plastic
- Batteries
- Metal
- Lamps
- Electric devices
- Used cooked oil



#### Paper Reduction

- Limiting printing amounts
- Using double sided paper
- Avoiding printing in colour.
- Extensive use of emails for messaging



#### **SUP Alternatives**

- Reusable polycarbonate cups, paper straws, paper bags and wooden cutlery.
- Reusable porcelain containers for salt and pepper.



#### Food Waste

- Cook proportionally subject to Hotel's occupancy to avoid food waste
- Un-consumed food from our buffets are sent to staff restaurant.



#### **Suppliers**

- Making purchases through bulk wherever possible
- Evaluating and buying from suppliers who operate responsibly on reducing packaging.

# CERTIFICATIONS & AWARDS

- EN ISO 9001:2015
- EN ISO 22000:2018
- Travelife Gold Certification in 2018.
- Certificate of Excellence by TripAdvisor for 2018, 2019, 2020.
- Top Hotels Certificate of Excellence "Top 100 Best Hotels Of The world Of The Year" 2018.
- Louis Phaethon Beach received the award for Best Family Hotel category in the Moscow International Travel & Tourism Exhibition 2018 which took place in Moscow by the Russian tour operator Biblio Globus.



2020 Travellers' Choice Choice Tripadvisor

**Best of the Best** 

TOP Hotels

7th best resort hotel in the world





# **Objectives and Outcome for 2020**

• Targets Analysis 2018-2019-2020

# **Cours** phaethon beach Objectives and Outcome for 2020

	YEARLY OBJECTIVES					
#	WHAT IS THE OBJECTIVE?		Performance	OUTCOME		
1	Reduce energy consumption below 20.36 kWh per guest night ( $\downarrow$ 2%)	• 25.03 Kwh per guest night Not Achieved due restirction*		Not Achieved due to Covid-19 restirction*		
2	Reduce water consumption below 0.15 ${ m m}^3$ per guest night ( $43\%$ )	•	0.31 m <sup>3</sup> per guest night	Not Achieved due to Covid-19 restirction*		
3	Reduce chemicals below 132 ml per guest night. ( $\downarrow$ 6%)	•	200 ml/guest night	Not Achieved due to Covid-19 restirction*		
4	Get more involved with the local Community.	• • •	Weekly Cyprus Nights with music and dance show.Cyprus breakfast corner.Management cocktail party with local drinks.Local lemonade and fruits as welcome.Assisted charities, employees or local resifents in need.	Achieved		

Note\*: Our target has not been met for the year 2019 - 2020 due to the covid pandemic. The hotel was closed for the period of **2020 (April, May, June)** hence, with fewer bed nights the PPPD (Per Person Per Day) values were inevitably higher.

#### **Targets and goals for 2020**



#### **Actual performance**

Total energy consumption			
Indicator	2018	2019	2020
kWh/guest night	24.73	20.78	25.03

Water consumption			
Indicator	2018	2019	2020
(CBM / guest night)	0.14	0.15	0.30

Waste Production			
Indicator	2018	2019	2020
kg/guest night	1.72	1.67	2.25

Chemical Consumption			
Indicator	2018	2019	2020
Kg/guest night	0.11	0.14	0.20

#### Targets Analysis 2018-2019

#### 2018 - 2019 Reduction Targets of all Consumptions

	2018 - 2019 Reduction Targets - % of all Consumption on PPPD											
Electricity         Gas         Fuel         Total Energy         Water         Chemicals         Waste												
	-2.0%	-2.0%	-2.0%	-2.0%	-3.0%	-6.0%	-2.0%					

2018	2019	Elect	ricity Kwh p	city Kwh per Guest		Gas Ltr per Guest		Fuel Ltr per Guest		Guest	Total Energy Kw per Guest		er Guest
Guests	Guests	2018	2019		2018	2019		2018	2019		2018	2019	
		Actual	Forecast	Actual	Actual	Forecast	Actual	Actual	Forecast	Actual	Actual	Forecast	Actual
435,814	291,639	11.53	11.30	11.81	1.84	1.80	1.80	6.90	6.76	8.15	24.73	24.24	20.78

W	ater CBM pe	er Guest	Chem	icals Kg per	Guest	Waste Kg per Guest			
2018	2019		2018	2019		2018 2019			
Actual	Forecast Actual		Actual	Forecast	Actual	Actual	Forecast	Actual	
0.14	0.14 0.15		0.110	0.103	0.140	1.72	1.69	1.67	

#### Targets Analysis 2019-2020

#### 2019 - 2020 Reduction Targets of all Consumptions

2019 - 2020 Reduction Targets - % of all Consumption on PPPD											
Electricity         Gas         Fuel         Total Energy         Water         Chemicals         Waste											
-2.0%	-2.0%	-2.0%	-2.0%	-3.0%	-6.0%	-2.0%					

2019	2020	Elect	lectricity Kwh per Guest		Gas Ltr per Guest		Fuel Ltr per Guest		Guest	Total Energy Kw per Guest		er Guest	
Guests	Guests	2019	2020		2019	2020		2019	2020		2019	2020	
		Actual	Forecast	Actual	Actual	Forecast	Actual	Actual	Forecast	Actual	Actual	Forecast	Actual
291,639	44,897	11.81	11.57	38.42	1.80	1.76	5.68	8.15	7.99	21.43	20.78	20.36	25.03

W	ater CBM pe	er Guest	Chem	icals Kg per	Guest	Waste Kg per Guest			
2019	2020		2019	2020		2019	2020		
Actual	Forecast Actual		Actual	Forecast	Actual	Actual	Forecast	Actual	
0.15	.15 0.15 0.31		0.140	0.132	0.200	1.67	1.64	2.25	

#### Targets Analysis 2020-2021

#### 2020 - 2021 Reduction Targets of all Consumptions

	2020 - 2021 Reduction Targets - % of all Consumption on PPPD											
Ele	ectricity	Gas	Fuel	Total Energy	Water	Chemicals	Waste					
-2	25.0%	-25.0%	-5.0%	-2.0%	-2.0%	-2.0%	-10.0%					

2020	2021	Elec	ectricity Kwh per Guest		Gas Ltr per Guest		Fuel Ltr per Guest		Guest	Total Energy Kw per Guest		er Guest	
Guests	Guests	2020	2021		2020	2021		2020	2021		2020	2021	
		Actual	Forecast	Actual	Actual	Forecast	Actual	Actual	Forecast	Actual	Actual	Forecast	Actual
44,897	104,538	38.42	28.82		5.68	4.26		21.43	20.36		25.03	24.53	

	Water CBM p	er Guest	Chem	icals Kg per	Guest	Waste Kg per Guest			
2020	2021		2020	2021		2020	2021		
Actual	Forecast	Actual	Actual	Forecast	Actual	Actual	Forecast	Actual	
0.31	0.30		0.200	0.196		2.25	2.03		

### **Targets and goals for 2021**

	Environmental targets and goals for 2021
1	Decrease electricity consumption PPPD by 25% compared to 2020.
2	Decrease gas consumption PPPD by 25% compared to 2020.
3	Decrease fuel consumption PPPD by 5% compared to 2020.
4	Decrease water consumption PPPD by 2% compared to 2020.
5	Decrease waste materials PPPD by 10% compared to 2020.
6	Decrease the use of chemicals PPPD by 2% compared to 2020.

### Actions to Achieve the Targets 2021

### Decrease electricity consumption by 25% compared to 2020.

- Led λαμπτήρες.
- Νέος εξοπλισμός ενεργειακά αποδοτικός.
- Σημάνσεις Switch off policy & έλεγχος.
- Ενίσχυση αισθητήρων κίνησης Κλείνουν αυτόματα.
- Κλείσιμο air-condition από αισθητήρες στα παράθυρα.
- Να ανοίγεται στη σωστή ώρα ο εξοπλισμός.
- Διατήρηση σωστών θερμοκρασιών κλιματισμού.

### **Actions to Achieve the Targets 2021**

#### Decrease gas consumption by 25% compared to 2020.

- Μείωση γκαζιού: να ανοίγεται στη σωστή ώρα ο εξοπλισμός, να μην ανάβεται πιο πριν από την ώρα έναρξης εργασίας.
- Αισθητήρας ελέγχου για διαρροή γκαζιού.
- Έλεγχος για διαρροή από τμήμα Συντήρησης.

### Actions to Achieve the Targets 2021

#### Decrease water consumption by 2% compared to 2020.

- Παρακολούθηση και έλεγχο μειωτήρων.
- Έλεγχος για διαρροές οπτικός έλεγχος π.χ. από καμαριέρες στα δωμάτια.
- Καθημερινή καταγραφή της κατανάλωσης νερού από τμήμα Συντήρησης.
- Πληροφόρηση πελατών για εξοικονόμηση νερού π.χ. business room notice board, labels στα δωμάτια.

### **Actions to Achieve the Targets 2021**

#### Decrease solid waste materials by 10% compared to 2020.

#### ΑΝΑΚΥΚΛΩΣΗ (ΧΑΡΤΙ, PMD)

- Εκπαίδευση προσωπικού για θέματα συλλογής και ανακύκλωση.
- Αποστολή Ηλεκτρονικά μηνύματα, e-mail για εξοικονόμηση χαρτιού.
- Εκτυπώνονται μπροστά πίσω για εξοικονόμηση χαρτιού.
- Αγορά πρώτων υλών σε μεγάλες ποσότητες ενημέρωση προμηθευτών για αγορά προϊόντων σε μεγάλες συσκευασίες.
- Κατάργηση πλαστικών μπουκαλιών και χρήση ψυγείων με φίλτρο.
- Ενθάρρυνση για μη χρήσης μιας χρήσης υλικών όπως πλαστικά μπουκάλια, μαχαιροπήρουνα.

Decrease organic waste materials by 10% compared to 2020.

Μείωση οργανικών απόβλητων – τρόφιμα

- Καλύτερος προγραμματισμός στην κουζίνα σύμφωνα με την πληρότητα του ξενοδοχείου.
- Show cooking ψήνουμε την ιδία ώρα ανάλογα με τις ανάγκες και την κατανάλωση.
- Οτιδήποτε μένει το καταναλώνει το προσωπικό.

### **Actions to Achieve the Targets 2021**

Decrease the use of chemicals by 2% compared to 2020.

- Εκπαίδευση προσωπικού για σωστή δοσολογία και χρήση χημικών.
- COSHH analysis, αξιολογούμε την επικινδυνότητα των χημικών και λαμβάνουμε τα κατάλληλα μέτρα.
- Πλήρης κατανάλωση των χημικών όσων διαλύονται με το νερό.
- Συνεργασία με αδειούχους εξωτερικούς συνεργάτες για συντήρηση επικίνδυνων απόβλητων π.χ. λάδια.

# **SOCIAL RESPONSIBILITY & COMMUNITY**



### 4) SEMINARS / IN-HOUSE TRAININGS

A/A	DPT	TRAINING	2021 HRS	STAFF ATT.	TOTAL HRS
1	FRONT OFFICE	Environmental Issues	4	30 min	2 hours
2	RECEPTION	Environmental Issues	8	30 min	4 hours
3	HOUSEKEEPING	Environmental Issues	14	30 min	7 hours
4	RESTAURANT	Environmental Issues	13	30 min	6.5 hours
5	KITCHEN	Environmental Issues	12	30 min	6 hours
6	BARS	Environmental Issues	12	30 min	6 hours
7	POOL LIFEGUARD	Environmental Issues	4	30 min	2 hours
8	MAINTENANCE	Environmental Issues	6	30 min	3 hours
9	STORE	Environmental Issues	2	30 min	1 hours
10	ACCOUNT	Environmental Issues	4	30 min	2 hours
					Total 39.5

### 1) ENGAGEMENT: Supporting local and international organizations

#### ENGAGEMENT

 Member of CSTI: Cyprus Sustainability Tourism Initiative:

Project 'Keep our Sand and Sea Plastic Free – Destination Zero Plastic in Cyprus'

 TUI Sustainability plan reduction of plastic – Travelife CSTI CYB: Cyprus
 Breakfast

The "Cyprus Breakfast, Kalimera" is a project supported by the Deputy Ministry of Tourism and the Travel Foundation of the UK





#### a member of **LOUIS HOTELS family** COLLECTION

#### LOUIS HOTELS family COLLECTION



This is to certify that LOUIS PHAETHON BEACH HOTEL

is an official partner of the 'Keep Our Sand and Sea Plastic Free' project & has committed to implement measures to reduce the consumption of single-use plastics

Partner
Anto
Thomps





# **2) EMPLOYEES:** Employee involvement and equality

EMPLOYEES					
YEAR	FEMALES	MALES	LOCALS		
2018	63%	37%	68%		
2019	65%	35%	69%		
2020	66%	34%	80%		

### 3) ATTAINMENT: Supporting local businesses



### 4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

#### COMMUNITY ACTIVITIES

 Participation in the World tourism day with Cypriot delights





#### COMMUNITY ACTIVITIES

- Employee interacting trip in Vienna & Milano with the Welfare Fund 2019
- Member Paphiakos
   Animal Welfare
- Different themes local community (once a week we have Cyprus Night Buffet.





# THANK YOU!

**Date:**16/11/2022

Approval: Paraskevas Paraskeva

Signature: P.PARASKEVA