



ST ELIAS RESORT
PROTARAS CYPRUS

SUSTAINABILITY STATEMENT

Our vision is to create a culture that aims for:

“A sustainable society where we can satisfy our own needs without reducing the possibilities for future generations to satisfy their needs”.

It is well understood to the Management of St Elias Resort the necessity to implement a sustainable action plan in order:

- to reduce the environmental impact from its activities,
- to adapt to the socio – economic fast changes and contribute to the local community,
- to create a safe, fair and pleasant work environment and finally
- to avoid any form of child exploitation.

For the above purposes St. Elias Resort has set as a target to be certified with the below systems that is implementing as from 2016.

- ISO 9001:2015
- ISO 14001:2015
- ISO 45001:2018
- ISO 22000:2018

St. Elias Resort beach is member of Cyprus Sustainable Tourism Initiative.

St. Elias Resort Management sets goals and to achieve them it:

- Has created a sustainable team, which is composed from all department heads and assigned the General Manager Mr. Vakis Constantinides as the head of the team. Mr Vakis Constantinides, is also responsible that the human rights, welfare and labour standards of employment, child protection, health and safety, quality and environmental sustainability policies are carried successfully by the sustainability team. In addition, Mr Constantinides, directs how the resort supports local community, while being responsible to protect the local culture and traditions.
- Undertakes to carefully examine and understand the specific requirements and needs of its clients and to adopt policies and procedures that satisfy them with certainty.
- Provides fast, efficient, and friendly service to customers and partners.
- It is committed to producing and delivering safe and high-quality food products that meet the needs and expectations of its guests in a way that ensures absolute hygiene and quality.
- Has installed system that is in line with the hotel's wider targets as a Travel Services Provider and which analyses the risks based on a risk study that assesses the risks based on their likelihood of occurrence and severity and recognizes Critical CCP's and OPRPs to control these potential risks, taking into account sensitive consumers Legislation, the recommendations of the competent authorities as well as new scientific data on food dangers.
- Is committed to supporting the HACCP and Security Committee with all the resources and resources required to ensure that Food Safety and Health and Safety Management Systems work efficiently and meet the goals of their creation.
- Provides customers the "best value for their money", the best quality, safety and value in products and services for the money they pay.
- Periodically checks to verify the effectiveness of the Operation / Safety, Health and Environment / Food Safety Systems in order to take the necessary corrective actions
- It is committed to ensuring that the Operations, Safety, Health, Environment and HACCP policy is understood, implemented and maintained at all levels of the organization.
- Maintains the facilities and equipment of the hotel according to the highest possible levels of maintenance, cleaning, disinfection, comfort, functionality, and efficiency.

- Provides all the means for staff training on health and safety issues and the allocation of responsibilities within the Hotel
- Provides health and safety to employees, subcontractors, suppliers, visitors and other third parties on the premises of the Hotel and environmental protection and takes all appropriate measures to control these factors
- Creates a culture at work of sensitivity in safety, health and environmental issues.
- Continuously monitors the reduction of incidents that harm human health and / or the environment.
- Adopts and implements policies and procedures that systematically and efficiently ensure the highest levels of hygiene, safety, and protection of the hotel's interior and exterior environment.
- Provides staff continuously through training, coaching, protection and well-being at the work.
- The policies and procedures outlined in this Handbook are an integral part of the hotel's management and operation, for which we are proud and ensure that they are effectively implemented at all times.
- Develops long-lasting, mutually beneficial relationships with trusted, technologically upgraded and quality conscientious suppliers.
- It sets measurable targets for quality, safety, health, environment and HACCP at operational level, operational level of departments and / or processes, as well as products. These targets are established and evaluated in terms of their achievement by the Hotel's Top Management within the framework of the Management Review and on monthly management meetings.
- Communicates periodically the results to the guests.
- Communicates periodically the results to the employees.
- Monitor, measure and evaluate critical parameters and processes to ensure quality of services, health & safety, food hygiene, limitation of the impact on the environment, the optimum contribution to the local community, child protection and fair treatment of its employees.
- Comply with the relevant environmental legislation & take a proactive approach to future requirements & obligations.
- This policy is applied by all employees at all levels of the business and recognizes the individual hazards of their workplaces, contributing to improving the performance of all the above.

ACTION PLAN CONTENT – BEST PRACTISES

RECYCLING OF:

- Paper
- Glass
- Plastic
- Batteries
- Electrical domestic appliances
- Electronic appliances
- Frying oil
- Metals
- Linen
- Furniture

OUR ANNUAL GOALS:

Our hotel is committed to recycle and promote environmental sustainability through various pathways as listed above. Due to the Covid-19 pandemic, our touristic season for 2020 was shorter, therefore, some targets set on previous years were not met. This is because of the lower occupancy rates and less recyclable materials used. **However, for the years 2019 and 2020 we have achieved to recycle 28 kilograms of batteries, 2180 Litres of cooking oil, continued to recycle approximately 50% of our paper deriving from all our Food & Beverage departments, continued to recycle almost 90% of all glass bottles used and almost 55% of all plastic from all our Food & Beverage departments.**

OUR ANNUAL TARGETS for 2021-2022:

- To recycle more than 30 kg of batteries
- To recycle over 65% of all paper used in our premises
- To recycle over 70% of all plastic used in our premises
- To recycle over 2000 Litres of cooking oil for 2021 and 2020
- To recycle over 80% of glass bottles used in our premises
- To recycle over 80% of all non-usable lamps in the hotel
- To recycle any old and not operating electrical appliances
- To dispose 90% cut greenery from our premises to the local **GREEN POINT** for recycling and utilisation
- To water our gardens in lower temperatures throughout the summer season

SOLID WASTE MANAGEMENT REPORT		
TYPE OF WASTE	YEAR	QUANTITY RECYCLED
<i>Glass</i>		
	2019	71%
due to low occupancies it was easier to recycle more glass material	2020	86%
Target	2021	over 80%
Target	2022	over 82%

TYPE OF WASTE	YEAR	QUANTITY RECYCLED
<i>Plastic & PMD</i>		
	2019	69%
	2020	73%
Target	2021	over 70%
Target	2022	over 72%

TYPE OF WASTE	YEAR	QUANTITY RECYCLED
<i>PAPER</i>		
	2019	51%
	2020	50%
Target	2021	over 65%
Target	2022	over 68%

SAVE ENERGY BY:

- Monitoring energy sources, electricity, gas
- Low energy bulbs and led lights
- Low energy consumption appliances and cooling equipment
- Key magnet to connect room electricity

- Prefer as much as possible local suppliers
- Our resort lighting is almost 100% low energy bulbs

WATER SAVINGS

- Flow reducers in the shower heads
- Economic toilet flush
- Encouraging guests to re-use towels
- Re use treated water for garden watering
- Shorter shower heads allow us to save 7.5 litres per minute
- Garden water is completely done by recycled water

WASTE MANAGEMENT

- Participating in municipal organic waste management network (compactor)
- Avoid purchasing of individual packaging, prefer catering size packaging.
- Recycling
- All plastic cups in our resort are 100% re-usable

ACTION PLAN CONTENT – BEST PRACTISES

LOCAL COMMUNITY

- The hotel is in close cooperation with KEPA, a charity center in the nearby town Paralimni
- “CYPRUS BREAKFAST” We as member of Louis Hotels implement the concept of Cyprus breakfast. Offering the guests an authentic Cypriot cuisine is part of the support of the local community.
- As a hotel we will strive to clean our surrounding area from plastic, glass and paper, by recycling it.
- The hotel offers equal opportunities to women and men. The percentage of employees in our resort is approximately 50/50 of each gender.
- The hotel supports the local community by employing local staff at a percentage of over 60%.
- Louis Hotels & Saint Elias Resort are members of the bone marrow foundation, with purpose of increasing the Bone Marrow volunteer registry.

2021-2022 Local Community Clear Targets

1. By the end of 2021 our target is to clean the surrounding area from plastic, glass and paper waste lying on the floors in our neighbourhood. The goal is to recycle all recyclable material
2. By the end of 2022, we would like to visit the nearest beach and do a team cleaning day
3. By the end of both 2021 and 2022, we would like to donate all left over food that will not be used and are before their expiration date
4. To continue to use 90% biodegradable chemicals in all our housekeeping, food and beverage and kitchen departments

CHILD PROTECTION

- Organise seminars with the non-profit organisation HOPE FOR CHILDREN
- Implementing THE CODE

GUESTS' CONTRIBUTION

- Separate & Recycle in designated areas or leave in the room and the maids will do it for you
- Re-use bath & beach towels
- Turn water on only when necessary
- Use the toilet low flush button when possible
- Batteries are recycled in the lobby area
- Do not leave a separate magnet on the key fob when leaving your room.
- An envelope is found in your folder in the room, for donation to charity center KEPA.
- Cyprus is a beautiful country, take the opportunity to visit historical sites, Troodos mountains, the wineries, etc. Complimentary information booklet is found at the reception area.
- We are a family hotel and many children are around. We kindly ask you if you see any weird behaviour against a child, please immediately report it to the deputy General Manager or to the General Manager.

EMPLOYEES CONTRIBUTION

We strive to involve as much as possible our employees in this initiative.

ACTION PLAN CONTENT – BEST PRACTISES

TARGETS & ACTUAL FIGURES

We set separate target per guestnight for:

- Water consumption in litres
- Electricity consumption in Kwh and Gas consumption in Kwh

For all the above we have one target energy consumed per bed night in Kwh

		2018		2019		2020
Electricity (KWh)		800554		904149		288496
Water (Tones)		20782		28213		17141
Gas (KhW)		152295		172279		24108
Occupied Beds		62628		64691		4053
Electricity/Occupied Bed (KWh)		12.78		13.98		71.18
Gas/Occupied Beds (Kwh)		2.43		2.66		5.95
WATER TARGETS	<i>Target</i>	<i>Actual</i>	<i>Target</i>	<i>Actual</i>	<i>Target</i>	<i>Actual</i>
Water/Occupied Bed (Tones)	0.3	0.32	0.3	0.30	0.28	4.2
ENERGY TARGETS	<i>Target</i>	<i>Actual</i>	<i>Target</i>	<i>Actual</i>	<i>Target</i>	<i>Actual</i>
Total KWH CONSUPTION / Occupied beds	14.5	15.21	14.5	16.64	14.5	77.13

SOLID WASTE

We have identified the areas that produced solid waste and our efforts are to minimize the quantities that are thrown in the waste bins.

Paper, Toners, electronic equipment, batteries, plastic containers, bottles, glass, light bulbs, copy machines ink, tyres, garden trash, are all recycled.

LIQUID WASTE

All water is treated by the central sewage plant. Frying Oils are also recycled. Pool back wash in sewage plant.

USE CHEMICALS

A list of the pool chemicals has been prepared. The yearly consumption is monitored and are converted in kg. A list of chemicals used in the kitchen and in the housekeeping, is also prepared. The consumption is also monitored. For all chemicals, there instructions how to use and what protection to take.

We confirm that all our actions are complied with the Cyprus law and European directives.

Yours sincerely,

Vakis Constantinides
General Manager