

# LOUIS ALTHEA BEACH

Public Sustainability & Environmental Policy



# 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 LOUIS ALTHEA BEACH HOTEL 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 Louis Althea Beach hotel implements, maintains and develops the below standard systems:

- ISO 9000:2007
- ISO 14001:
- EMAS
- ISO OHSA 18001
- ISO 22000

Louis Althea beach is member of Cyprus Sustainable Tourism Initiative, is awarded with International GREEN KEY by FEE and is also awarded by Travelife Sustainable systems Gold.

Louis Althea beach Management sets goals and to achieve them it:

- Has created a sustainable team, which is composed from all department heads and assigned the deputy general manager Mr. Ioannis Stefanidis as the head of the team.
- 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 an Operating System that is in line with the hotel's wider targets as a Travel Services Provider and which analyzes 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.



# SUSTAINABILITY STATEMENT

- 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.
- The Operating System will be continuously monitored, maintained and improved through a program of inspections and reviews. It invests in continuous training, updating and informing of its executives to promote Quality in all their activities.
- 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



### SAVE ENERGY BY:

- Monitoring energy sources, electricity, gas, diesel
- Low energy bulbs and led lights
- Support water heating with solar panels installation on the main building
- Electricity Cut off in the rooms, balcony doors & windows
- Key magnet to connect room electricity
- Prefer as much as possible local suppliers



### WATER SAVINGS

- Flow reducers in the shower heads
- Economic toilet flush
- Encouraging guests to re-use towels
- Re use treated water for garden watering



### WASTE MANAGEMENT

- Participating in municipal organic waste management network (compactor)
- Avoid purchasing of individual packaging, prefer catering size packaging.
- Recycling



# ACTION PLAN CONTENT – BEST PRACTISES



### LOCAL COMMUNITY

- The hotel is in close cooperation with KEPA, a charity center in the nearby town Paralimni and Apostolos Varnavas School for children with special needs in Liopetri village
- Supports Church mission in Africa (Magadascar)
- Make presentation at public schools for sustainability
- “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.



### 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 bednight for:

- Water consumption in litres
- Electricity consumption in Kwh
- Fuel consumption in litres

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

	SUMMER 2016	SUMMER 17 TARGET	YTD 2017
Water	204	190	204
Electricity	14.34	13.50	11.12
Fuel	0.161	0.210	0.165
Total Energy	17.178	16.854	14.169



### 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,

**Nicos Kleftis**

*General Manager*



## LOUIS ALTHEA BEACH

# TRAVELIFE



What is Travelife? Travelife is an international sustainability certification scheme for hotels and accommodations. We help them to improve how they manage their environmental and social impacts, such as reducing their energy or water consumption, and ensuring they support local people, businesses and culture.

The criteria also covers issues like human rights, child protection and employee welfare. Helping to ensure they operate fair practices and are working to protect their guests, employees and the local community where they operate.

Accommodations that prove they meet the Travelife sustainability criteria become certified and receive either a Travelife Gold Award or Travelife Award of Excellence

What does the Louis Althea Beach:

- Certified with Travelife Gold award.
- The hotel is a member of Cyprus Sustainable Tourism Initiative, with whom applies the project Cyprus Breakfast, which aims to offer authentic Cyprus cuisine.
- Recycles paper, plastic, glass, batteries, computers, metals, line & towelling, lamps, frying oil.
- Monitor the consumption of electricity, water and fuel.
- Offers authentic Cyprus cuisine using the local products
- Helps and contributes Charity centers like KEPA, Schools for children with special needs and Church Mission in Africa.
- Participates at schools of the community for sustainability in tourism lectures. Supports their initiatives.
- Organizes beach cleaning with local schools,
- Organizes seminars
- The hotel issued statement for 3 Policies, which cover the criteria of Travelife. These statements are in the Staff room's board and at the Information board. A. Community responsibility B. Human Resources Management and C. Child safety and protection, applying the "The Code". ( separate information ).

ISO 14001&EMAS CERTIFIED GREEN KEY AWARDED TRAVELIFE GOLD 2015-2017 CYPRUS BREAKFAST

## RECYCLING

- PAPER
- GLASS
- PLASTIC
- WHERE: PARKING AREA & PUBLIC AREAS
- FRYING OIL
- METALS
- DOMESTIC ELECTRICAL APPLIANCES
- BATTERIES IN RECEPTION AREA.
- ELECTRONIC APPLIANCE, PLEASE GIVE TO THE RECEPTION



## LOUIS ALTHEA BEACH

# TRAVELIFE



### SAVE ENERGY

- SOLAR PANELS INSTALLED IN THE MAIN BUILDING
- LOW ENERGY BULBS
- WINDOW/BALCONY DOOR ELECTRICITY CUT OFF
- ROOM ELECTRICITY CUT OFF WHEN CLIENTS ARE OUT
- WATER SAVING SHOWER HEADS

### RECORDING CONSUMPTION EVERY DAY OF:

- ELECTRICITY in Kwh
- WATER in liters
- FUEL in liters

### TOTAL ENERGY CONSUMPTION PER BEDNIGHT

- ELECTRICITY
- FUEL
- GAZ

DEAR GUESTS, PLEASE HELP US IMPROVE OUR SUSTAINABILITY PORGRAM BY:

- Recycling paper, glass, plastic, batteries. Use the designated bins.
- Save water as much as possible. Do not leave the tap open and please report any eventual leakage!
- Do not leave room with the magnet on while out and a/c on!
- Please change towels when necessary, following the instruction in your room.
- Do not leave on the beach any garbage.

