



THE ROYAL APOLLONIA
LIMASSOL CYPRUS

THE ROYAL APOLLONIA SUSTAINABILITY REPORT

REPORTING PERIOD: 2021

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LOUIS HOTELS & RESORTS OVERVIEW

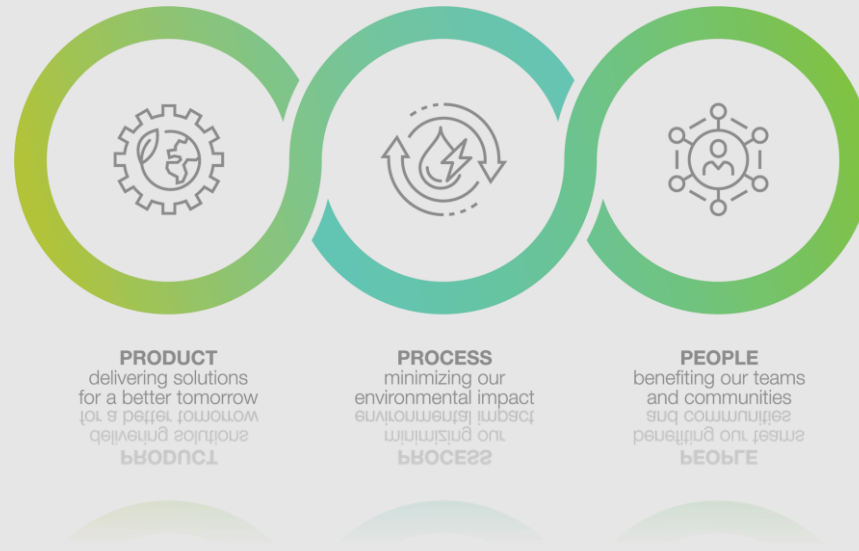
The Louis Group is one of the leading travel, cruising and hotel groups in the Mediterranean with over 80 years of experience. As a member of the Louis Group, Louis Hotels, with over 77 years in the hospitality industry has a leading position in the hotel sector in both Cyprus and Greece with 6 hotels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





THE ROYAL APOLLONIA, Limassol, Cyprus

At The Royal Apollonia we are all aware of the significant environmental issues that have arisen globally the last few decades and it is of major importance to us to offer our guests a memorable experience by integrating sustainable practices and principals.



Situated in the prominent area of Limassol, known as the most cosmopolitan town of the island, It is a short drive from the city center and within walking distance from the tourist area where bars, restaurant are found in abundance. Our vision is to combine luxury first-class hospitality with amazing views and ambiance of a seafront hotel.

OUR SUSTAINABILITY ENVIRONMENTAL PROGRAMME

- ✓ 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
Limassol Municipality and S.A.L.A



WATER QUALITY

High water quality is ensured by the following actions:

1. Microbiological and chemical pool water analysis is carried out on a monthly basis
2. pH and other parameters are being checked daily in all swimming pools and are regulated by the automatic dosing system
3. Microbiological analysis of potable water
4. Legionella analysis is carried out twice a year (spring and autumn)

Irrigation:

Our gardens are irrigated with water provided from Limassol's Sewage Board with timers in place

To ensure sea water quality:

The hotel beach front is cleaned daily, and a beach clean up is frequently organized by the green team



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

- ✓ EKO 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 heating and by our Kitchen Department



- Use of Electrical Lighting System (KNX)
- All new equipment purchased is energy efficient

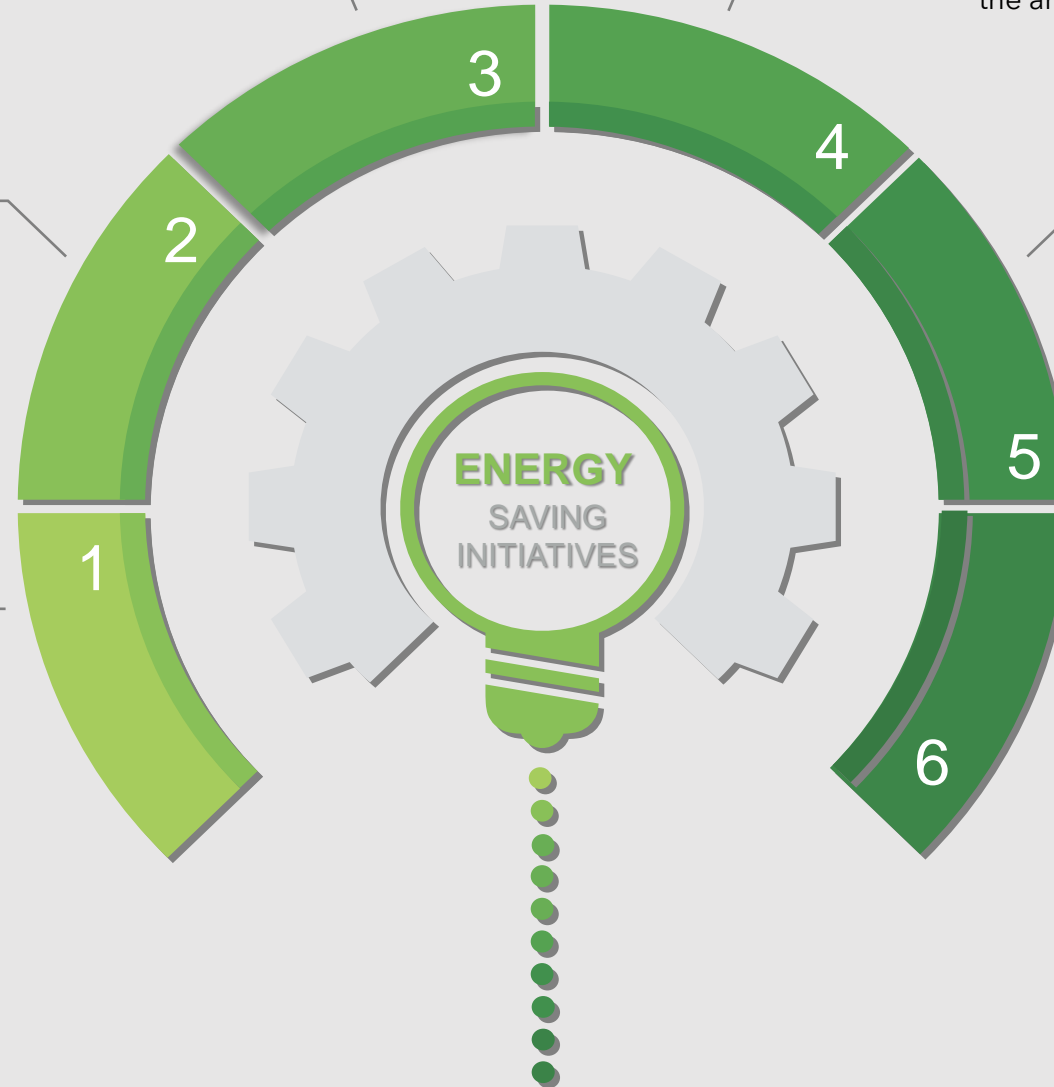
- Movement sensors placed where possible preventing lights from staying on in the absence of people
- An automatic timer switch has been installed in our outdoor areas to monitor the amount of hours required

- All light bulbs have been replaced with low energy bulbs and LED lighting which reduces electricity consumption (Lighting Control/Dimmer)

- Guest rooms are supplied with automatic mechanism (key card) 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

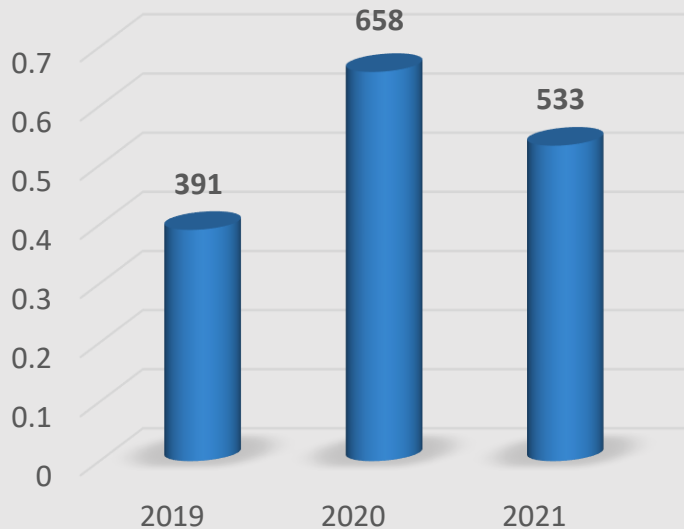
- Use of inverted pumps
- Energy Efficient Chiller
- Implementing preventive maintenance through the annual maintenance program to reduce energy loss in all machinery
- Daily recording of gas diesel consumption to identify wastages, and extensive consumptions

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



WATER CONSUMPTION COMPARISON

Water per Guest



	2019	2020	2021
Water Consumption (LITRES PPPD)	391	658	533
	KPI 2018 - 2019 395 PPPD	KPI 2019 - 2020 380 PPPD	KPI 2020 - 2021 630 PPPD

Our target has not been met for the year 2019 - 2021 due to the covid pandemic. The hotel was closed for the period of:

2020 (April, May, June, December) and 2021 (January, February, March)

Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased:

2019: 105,838
2020: 22,681
2021: 43,350

ELECTRICITY CONSUMPTION COMPARISON



	2019	2020	2021
ELECTRICITY CONSUMPTION (KWH PPPD)	21.82	50.79	38.63
	KPI 2018 - 2019 21.30 PPPD	KPI 2019 - 2020 21.50 PPPD	KPI 2020 - 2021 48.26 PPPD

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LPG CONSUMPTION COMPARISON



	2019	2020	2021
LPG CONSUMPTION (LT PPPD)	0.62	1.04	0.99
	KPI 2018 - 2019 0.60 PPPD	KPI 2019 - 2020 0.61 PPPD	KPI 2020 - 2021 0.99 PPPD

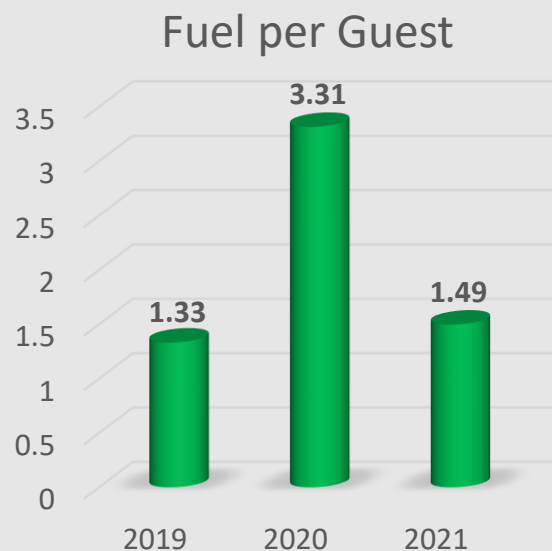
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FUEL CONSUMPTION COMPARISON



	2019	2020	2021
FUEL CONSUMPTION (LT PPPD)	1.33	3.31	1.49
	KPI 2018 - 2019 1.32 PPPD	KPI 2019 - 2020 1.30 PPPD	KPI 2018 - 2019 3.18 PPPD

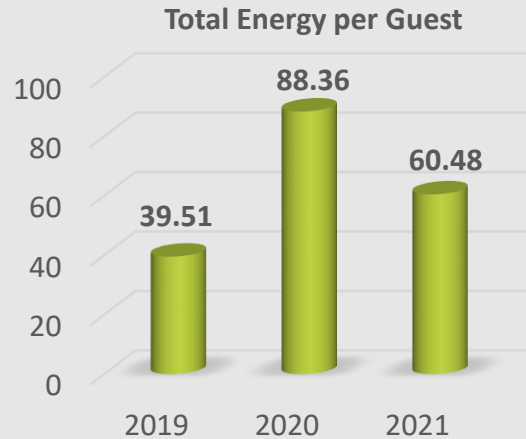
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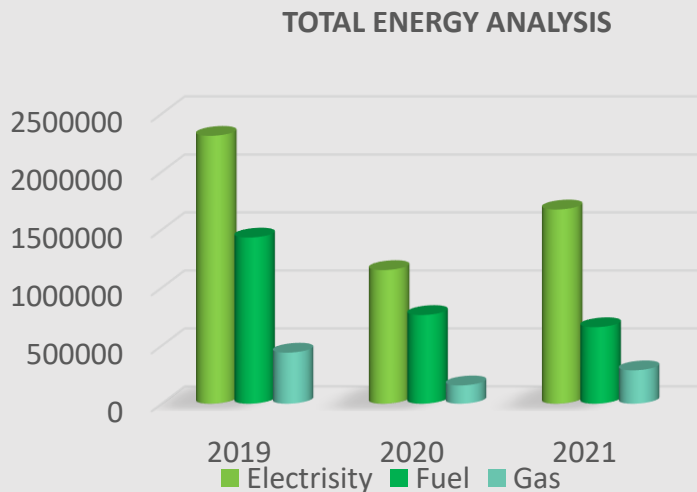
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TOTAL ENERGY CONSUMPTION COMPARISON



	2019	2020	2021
ENERGY CONSUMPTION (KWH PPPD)	39.51	88.36	60.48
	KPI 2018 - 2019 38.50 PPPD	KPI 2019 - 2020 38.93 PPPD	KPI 2020 - 2021 85.71 PPPD



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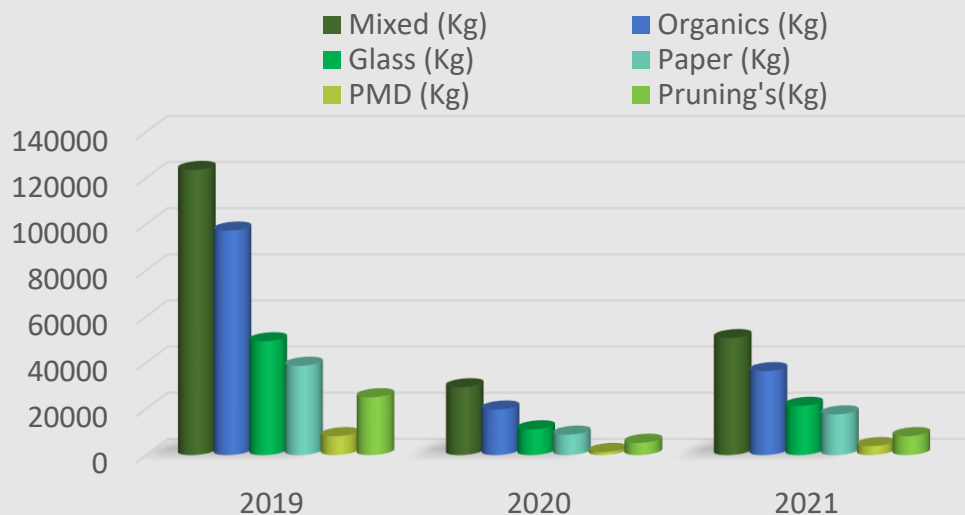
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WASTE PRODUCTION COMPARISON



	2019	2020	2021
WASTE PRODUCTION (KG PPPD)	3.42	3.54	3.34
	KPI 2018 - 2019 3.39 PPPD	KPI 2019 - 2020 3.37 PPPD	KPI 2019 - 2021 3.43 PPPD



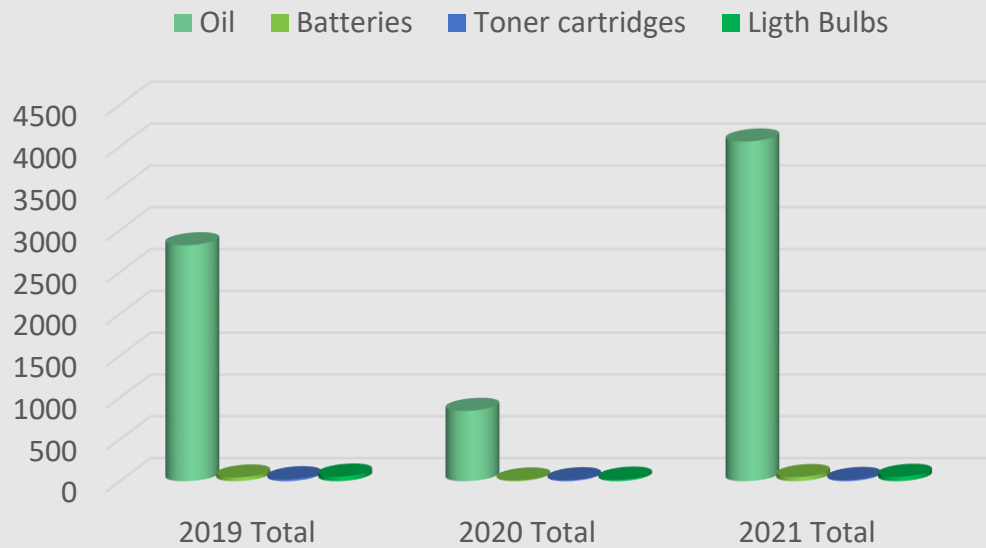
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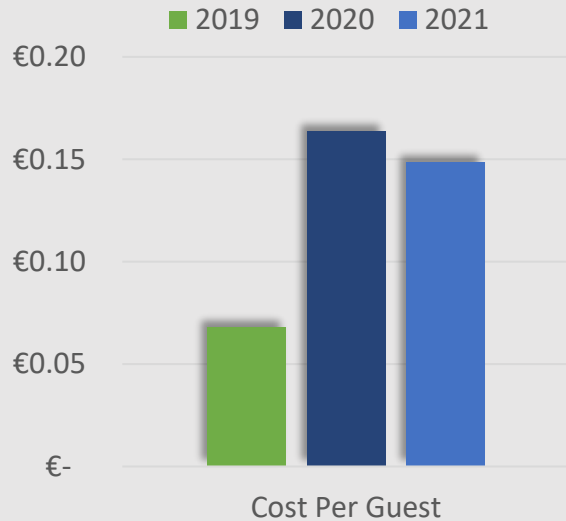
HAZARDOUS WASTE RECYCLING COMPARISON



	2019	2020	2021
HAZARDOUS WASTE RECYCLING	Oil: 2820 Liters Batteries: 44 kg Cartridges: 23 kg Light Bulbs: 55 kg	Oil: 840 Liters Batteries: 8 kg Cartridges: 11 kg Light Bulbs: 18 kg	Oil: 4060 Liters Batteries: 49 kg Cartridges: 14 kg Light Bulbs: 52 kg

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

POOL CHEMICALS COST COMPARISON



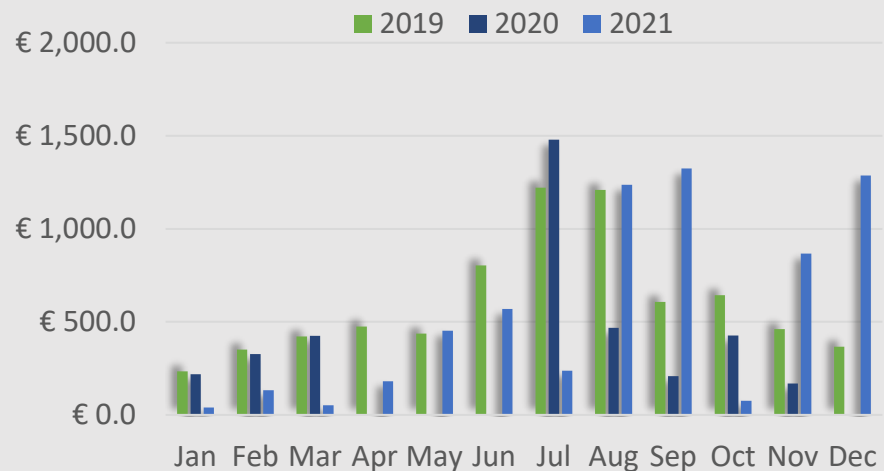
	2019	2020	2021
COST PER GUEST IN EUROS	0.038	0.091	0.091
	KPI 2018 - 2019 0.036 PPPD	KPI 2019 - 2020 0.036 PPPD	KPI 2020 - 2021 0.088 PPPD

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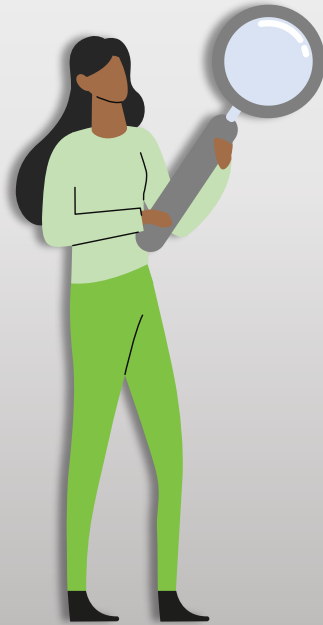
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WASTE MANAGEMENT



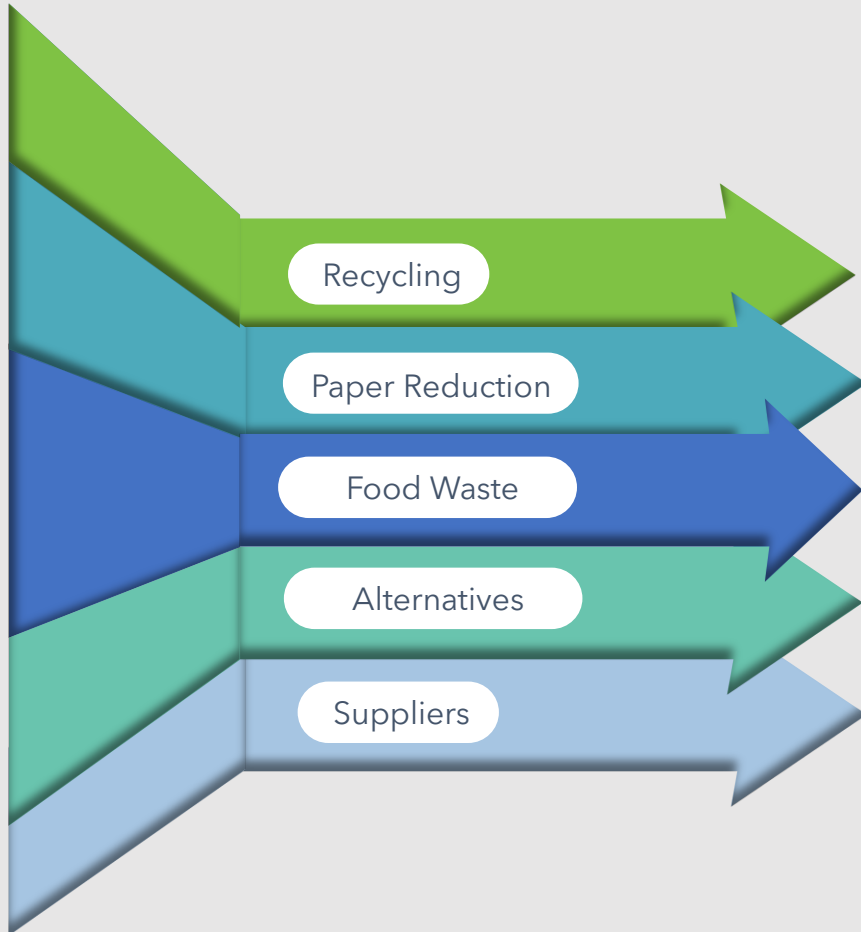
The hotel is connected to the public sewage system

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



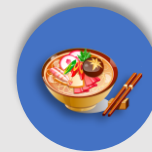
Recycling

- 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



Food Waste

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



SUP Alternatives

- Reusable polycarbonate cups, paper straws, paper bags and boxes for takeaway and wooden cutlery
- Reusable glass containers for salt and pepper

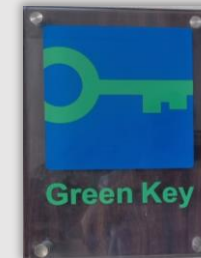


Suppliers

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

CERTIFICATIONS & AWARDS

- ✓ TRAVELIFE CERTIFICATION 2018
- ✓ EN ISO 9001:2015
- ✓ EN ISO 22000:2018
- ✓ GREEN KEY 2019



SOCIAL RESPONSIBILITY & COMMUNITY



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'
- 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

- Supporting ONE DREAM ONE WISH ASSOCIATION
The Cyprus Association 'One Dream One Wish' is dedicated to cancer afflicted children, with leukemia and other blood diseases
- Supporting MS and Iris Association
Cyprus Step by Step: Supporting Hiker Alexis Sofokleous with complimentary services

- Member of CYMEPA (Cyprus Marine Environment Protection Association)
- TUI Sustainability plan reduction of plastic - Travelife
- FUNDING PROJECT 2018-1-0572 Reducing and Disposal of single - use plastics in the Tourism Industry in Cyprus, Greece, Malta



2) EMPLOYEES: Employee involvement and equality

EMPLOYEES

YEAR	FEMALES	MALES	LOCALS
2019	44%	56%	45%
2020	42%	58%	44%
2021	50%	50%	43%

3) ATTAINMENT: Supporting local businesses

ATTAINMENT

- 90% of local supplies
- 10% local supplies hotel operations
- Most of our suppliers are qualified with Quality and Environmental Certifications

4) SEMINARS / IN-HOUSE TRAININGS

A/A	DPT	TRAINING	2019 HRS	STAFF ATT.	2021 HRS	STAFF ATT.	TOTAL HRS
1	FRONT OFFICE	Environmental Issues	32	16	24	12	66
2	HOUSEKEEPING	Environmental Issues	72	15	62	31	134
3	RESTAURANT	Environmental Issues	44	22	36	18	80
4	BARS	Environmental Issues	20	10	18	9	38
5	MAINTENANCE	Environmental Issues	58	15	64	9	122
6	ADMIN	Environmental Issues	22	7	16	4	38
7	ACCOUNTS	Environmental Issues	14	7	14	7	28
8	KITCHEN	Environmental Issues	56	28	44	22	100
9	AKAKIKO	Environmental Issues	32	16	28	14	87

4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

COMMUNITY ACTIVITIES

- Turtle Nesting and Protection
- Animal Welfare Support Various Shelters, stray cats & dogs



4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

COMMUNITY ACTIVITIES

- Complimentary events for various local organizations
- Blood Donation



COMMUNITY ACTIVITIES

- Employee interacting trip in Poland with the Welfare Fund 2019
- Member of Pasikaf – (Pancyprian Society for Cancer patients)
- Beach clean - up



THANK YOU!

[The Royal Apollonia Limassol*****](#) | [OFFICIAL SITE](#) | [Luxurious Hotel and Spa](#)