



THE ROYAL APOLLONIA JOURNEY WITH TRAVELIFE



“Think green, Go green, Live green”



COMPANY PROFILE

-  The Louis Group is one of the leading travel, and hotel groups in the Mediterranean with over 75 years of experience. As a member of the Louis Group, Louis Hotels, with over 70 years in the hospitality industry has a leading position in the hotel sector in both Cyprus and Greece.
-  For family holidays, for active holidays, or simply for a tranquil escape on a magnificent Mediterranean Beach, Louis Hotels satisfies every segment of the holiday market. Louis Hotels are synonymous with value for money holidays in Cyprus and on the Greek islands. Our long history and expertise in the hospitality industry enable us to have a thorough understanding of the market, both in terms of our trade partners' needs as well as our guests' expectations. In addition, as a group we recognize that respect for the environment is a reflection of our respect for our guests.






THE ROYAL APPOLONIA (HOTEL PROFILE)

Situated in prominent area of Limassol, known as the most cosmopolitan town of the island, a short drive from the city centre and within walking distance from the tourist area of Limassol where bars, restaurants and discos are found in abundance.

The Royal Apollonia is an elegant five-star hotel where luxury and comfort make a perfect match. Features 204 completely refurbished bedrooms including 13 suites, an 523m² outside swimming pool and 3 theme restaurants, with different culinary cuisine, Dionysos main restaurant, Akakiko easy Japanese Fusion and from Spring 2017 a Greek restaurant "Meze by Elliniko". Our vision is to combine luxury first-class hospitality in a welcoming, personal and environmental friendly atmosphere and make the experience of our guests and visitors truly exceptional.

Highlights of our journey with Travelife ...

Why?

-  Travelife is a must for all Louis Hotels
-  Our commitment to use people and resources in protecting the environment
-  Guests and community Expectations
-  Minimize waste and avoid unnecessary costs and use of resources
-  Tour Operators Requirements






When?

-  2014 started
-  2014 Travelife Gold Certification

Our Achievements



Our perceived benefits of being a Travelife member ...

-  **Guidance and support through our sustainability programme**
-  **Full access to the online Travelife system and checklists**
-  **Option to attend Travelife events**
-  **Publicity through online associates/partners websites**
-  **Online promotion on Travelife media, e.g. Travelife Collection brochure**

Tips acquired from our experience ...

 **Reduce – Reuse – Recycle**

 **Water Saving**

 **Energy Saving**

 **Waste Mapping Tool**

 **Support our Environment**

 **Culture & Community - Involve Team members**

 **Engage guests to contribute effectively to achieve our environmental goals**

Reduce – Reuse - Recycle

Batteries



- 2016 : 34 kg
- 2015 : 23 kg
- 2014: 8 kg
- 2013: 8 kg

Cartridges



- 2014 – 2016:
- ✓ 41 kg Waste Printer Cartridges Recycled
- ✓ 21.73kg CO2 Emissions Reduced

Oil



- Oil Recycling
- 2016 : 2530 kg
- 2015 : 2530 kg
- 2016 : 3800 kg
- 2014 : 3800 kg
- 2013 : 2050 kg












Recycling Bins



- Paper
- Plastic
- Waste

Water Saving Initiatives

Wasting water is a global issue which at The Royal Apollonia we take very seriously and as such we have upgraded our systems to contribute in containing the loss of water. This has been done with the following actions:

-  Dispensing lower water flow to all outlets in the hotel
-  Implementing a system of circulating hot water around the hotel constantly
-  Placing dual flush buttons on all toilets to reduce the use of water
-  Placing push buttons on all public area showers which run up to 15 seconds to contain the amount of wasted water
-  Installing restrictors on showerheads and wash basins to restrict and reduce the flow of water
-  Backwash procedure for our swimming pools
-  Encouraging guests to reuse their bath towels and beach towels
-  Controlling the consumption of irrigation in the gardens
-  Implementing daily recordings of the consumption of irrigation water
-  Disposing grey water to the public sewage treatment lagoon system
-  Implementing daily recordings of the consumption of potable water.



Water Saving

Conclusion targets:

 Potable & Irrigation water consumption [tons per guest] in 2015: 0.276








 Actual in 2016: 0.276 until September

 No reduction due to faulty meter in 2015












Energy Saving Initiatives

Electricity is a major source of energy consumption which contributes to negative effects on the environment and at The Royal Apollonia we have taken the right measures to prohibit excessive use of electricity throughout the premises. This has been done with the following actions:

-  **Use of inverted pumps**
-  **Energy Efficient Chiller with Heat Recovery**
-  **Replacing all light bulbs with low energy light bulbs and LED lighting which reduces the consumption of electricity (Lighting Control/Dimmer)**
-  **Use of Electrical Lighting System (KNX)**
-  **Placing where possible lighting which functions with movement sensors, preventing lights from staying on in the absence of people**
-  **Placing an automatic timer system on outdoor area lighting to ensure it only works for the amount of hours during which it is needed**
-  **Informing the staff how to reduce the consumption of gas and diesel through the right use of equipment.**








Energy Saving

-  Blocking sun radiation through the lobby's glass surfaces with special glass stickers
-  Implementing daily recordings of gas & diesel consumption and ways to identify wastages, excessive consumption and more.
-  Implementing a magnetic key system in all room, preventing the use of electricity without the key cards and hence without the presence of a guest
-  Through the magnetic key system, air conditioning does not work when balcony doors are open to contain the excessive use of air conditioning
-  Monitoring and adjusting temperatures of air conditions in the hotel's public areas
-  Placing air curtains in all walk-in cold rooms
-  Replacing old kitchen equipment with new energy sufficient equipment
-  Implementing preventative maintenance through the annual maintenance program to reduce energy loss in all machinery
-  Staff training on recognizing and reporting faulty equipment



Energy saving and Environmental Targets


At the Royal Apollonia by 2015 we aimed to achieve the following targets:

-  By providing further and thorough training to all our employees in regards to the environmental issues and the protection of children
-  By informing and helping our guest to participate in our efforts
-  By reducing Energy usage by an additional 1-2%
-  By significantly reducing the water flow in shower wash basins and toilets showers to 10l/min, basins 5l/min, toilets 6.5l/flush, urinals 2l/flush using the appropriate equipment
-  By identifying and minimizing all environmental procedures and actions that have a negative impact on the environment.


The same efforts will be continued in 2016-2017 as in previous years. Our suppliers and contractors will be informed of our environmental policy and we will try to monitor their performance to ensure that the goods and services they provide will meet our environmental criteria. We will publish all our policies, achievements and updates on our web site for the staff, guests, suppliers, the local communities and for all who might want to see them.

Environmental – Conclusion Targets


The above actions have managed to bring good results. Compared to last year, in 2016 we have successfully reduced the kilowatt hrs per guest (combining fuel, gas, and electricity together) total energy by 4.9% i.e. 31.97Kw per guest (in 2016). Compared with 33.62 Kw in 2015 (figures based up to Sept' 2016)

 **Electricity Consumption** (kw per guest) in 2015: 19.23
Target for 2016: 18.84 Kwh
Actual in 2016: 18.75

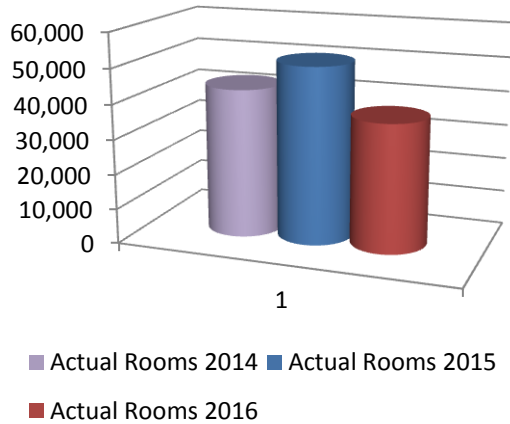


 **Fuel consumption** [litres per guest] in 2015: 0.97
Target for 2016: 0.93
Actual in 2016: 0.78

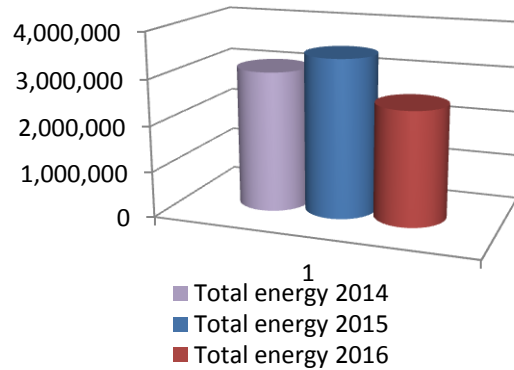


 **Gas consumption** [litres per guest] in 2015: 0.53
Target for 2016: 0.52
Actual in 2016: 0.52

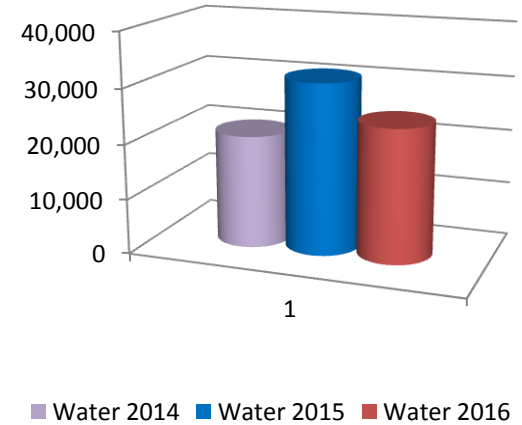
Annual Occupancy



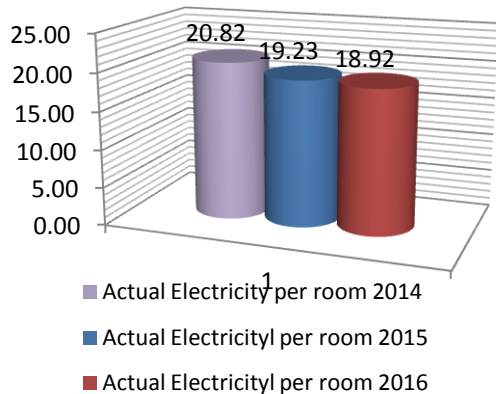
Total Energy Yearly



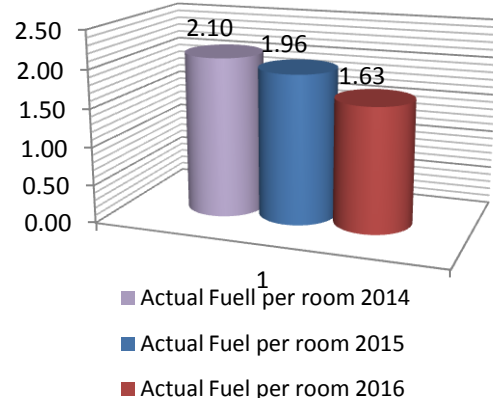
Water Yearly



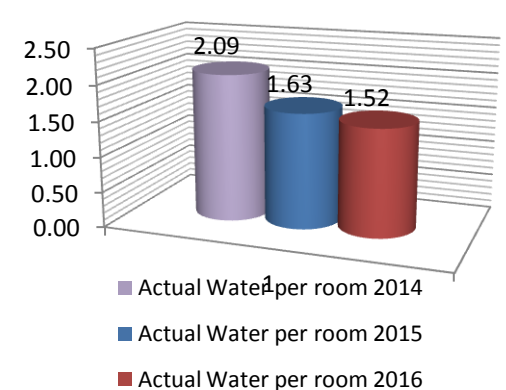
Electricity per room (Kwh) 2014 - 2015 - 2016

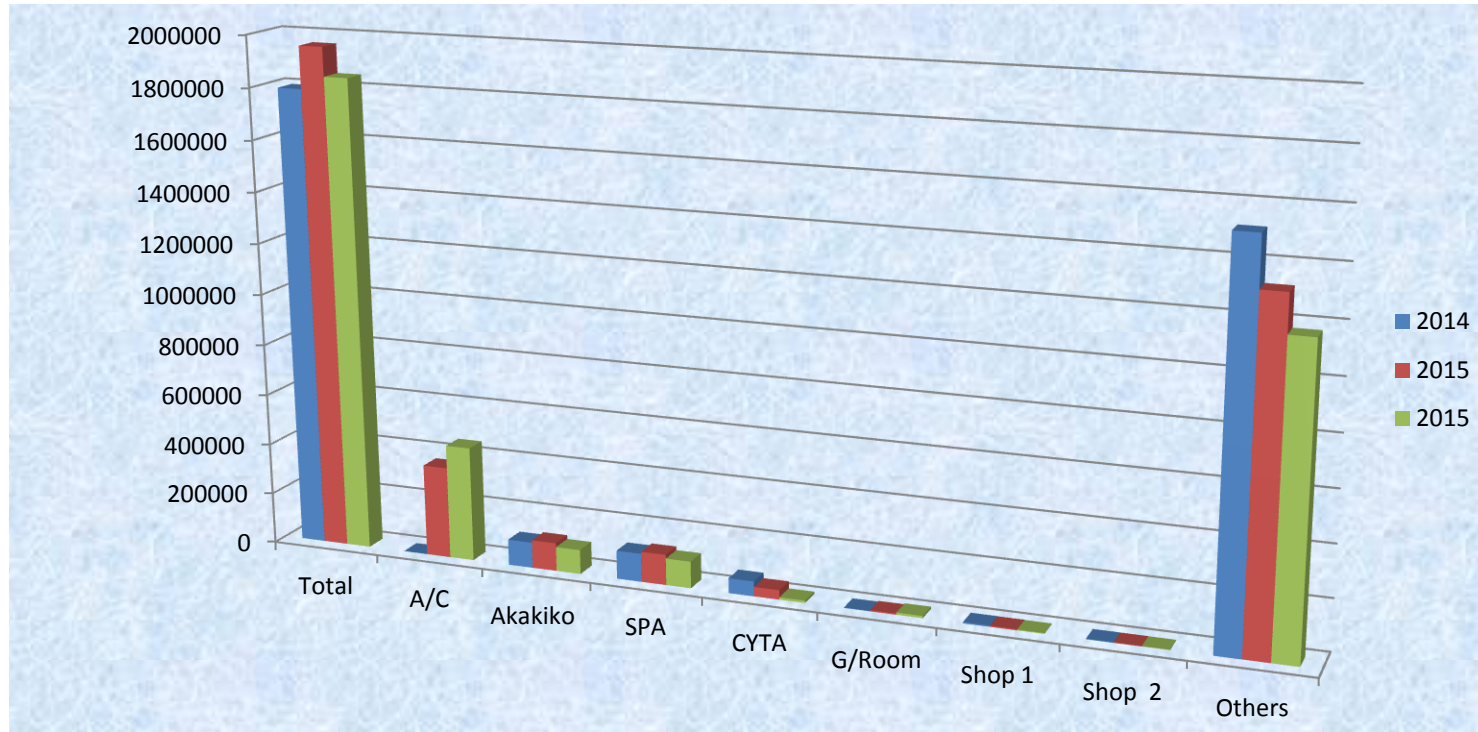


Fuel per room (Ltr) 2014 - 2015 - 2016



Water per room (m³) 2014 - 2015 - 2016

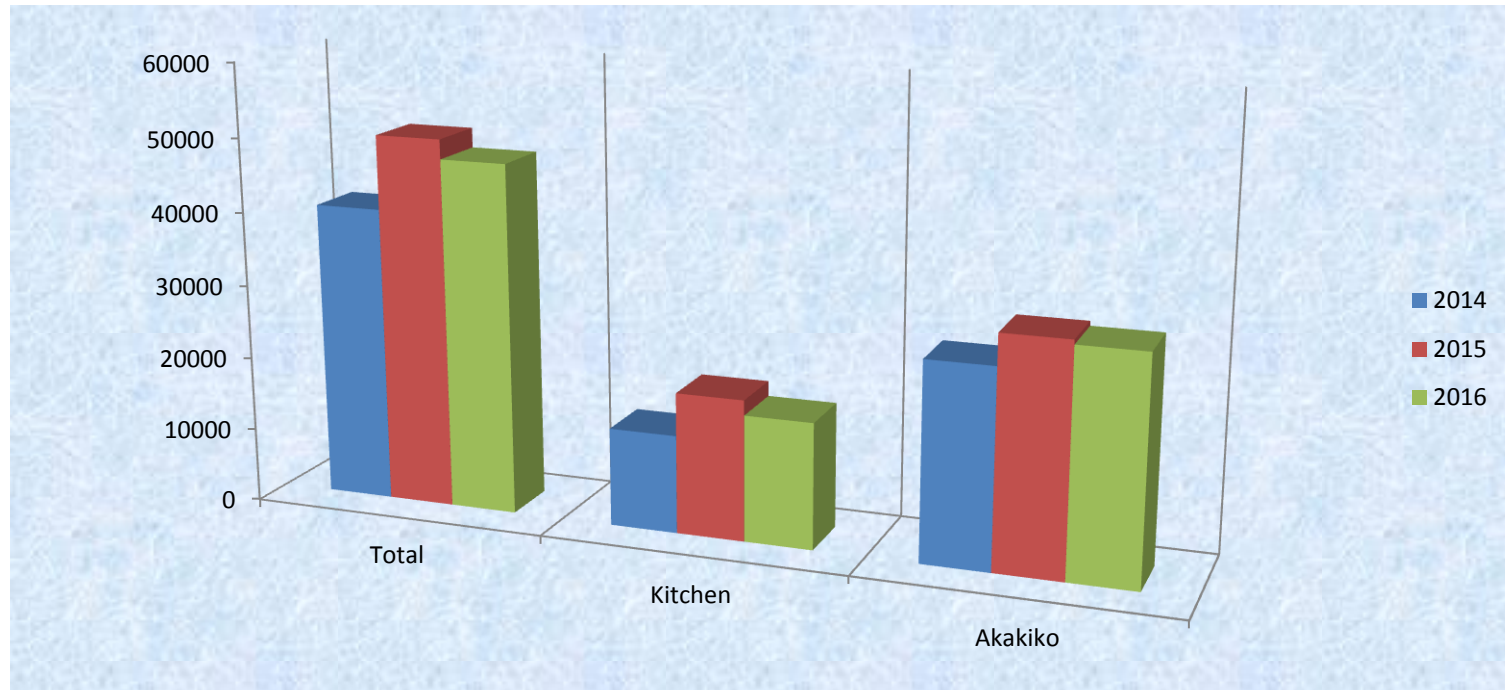




We have installed separate meters to record electricity consumption in separate areas and we are making comparisons with previous years. This helps to detect and correct overspending of electricity.

Our target for the following years is to install more meters for better comparisons and with the main objective to reduce the consumption

GAS ASSESSMENT AND COMPARISON 2014-2016

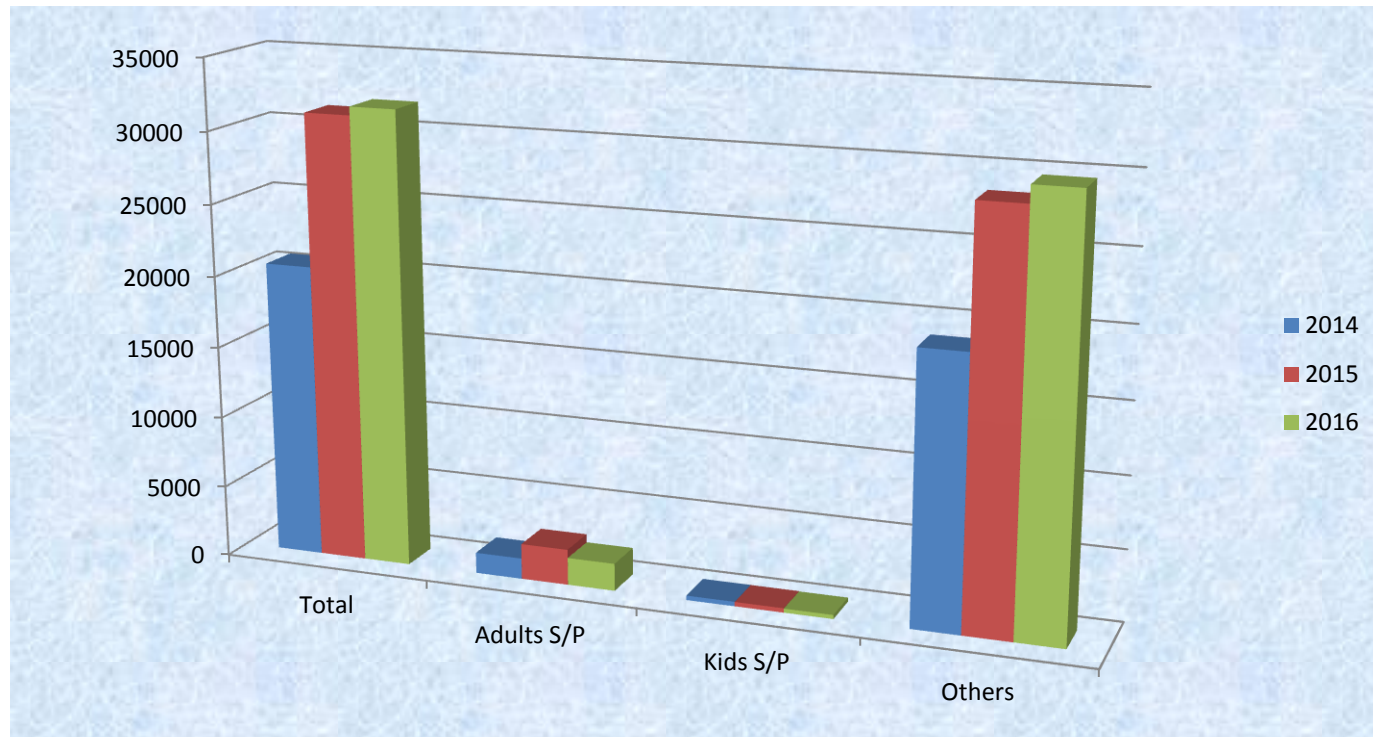


Separate gas measurements in kitchens and comparisons with previous years helps us to identify overspending in comparison with an increase of turnover if it exist.

Our target the new gas appliances that will be purchased in the future to be the better economic class and efficiency

Water Assessment

WATER ASSESSMENT AND COMPARISON 2014-2016



Have installed separate water meters for pools for better control and identification of leakages.

Our target is to install more water meters especially in kitchens to prevent overconsumption and leakages with main target to save water

Waste








Excessive waste dumped onto the planet in excessively increasing amounts generates harmful toxins which impact public health and the environment. At The Royal Apollonia we take that into major consideration as a part of our sustainability efforts and hence we have worked on reducing waste produced by our hotel. This has been done through the implementation of the Waste Mapping Tool:

Social & Economical Benefits Marketing Tool

Waste Mapping Tool: This guidance document is tailored principally to meet the needs of hotel operators and other organizations working in the Cypriot tourism industry. It highlights the financial and environmental benefits of undertaking waste mapping as part of on-going business operations. The Waste Mapping Tool is a Travel Foundation project supported by (CSTI) Cyprus Sustainable Tourism Initiative and (CTO) Cyprus Tourism Organization.

Minimising Waste

As a part of our sustainability efforts we have worked on reducing waste produced by our hotel. This has been particularly achieved through the following actions:

-  **Recycling: glass, paper, cardboard, plastic, metal, batteries, used cooked oil (UCO), lamps, and electric devices**
-  **In house recycling of old linen, by reusing it as cleaning rags.**
-  **Not wasting unconsumed food in the buffet but keeping it for consumption by the staff(see waste management tool)**
-  **Using reusable polycarbonate cups and making purchases through bulk (wherever possible)**
-  **The installation of a compaction in the hotel's garbage collection are in an effort to decrease garbage collection**
-  **The allocation of recycling bins in the hotel's public areas to encourage recycling by staff and guests**
-  **Encouraging the staff to be environmentally friendly for example limiting printing amounts, and using double sided papers and black and white colours where there is a need for it.**





Waste Conclusion targets

Targets were met. Staff are now adhering to management's instructions for maximum recycling. Amongst other, in 2015 and up to October 2016 we have achieved the following:

- 🌿 2015 We have disposed 594 m³ of solid waste using our garbage compactor.
2016 We have disposed 562 m³ of solid waste using our garbage compactor.
- 🌿 2015 We have recycled 342 m³ of paper.
2016 We have recycled 301 m³ of paper
- 🌿 2015 We have recycled 111 m³ of PMD.
2016 We have recycled 103 m³ of PMD.
- 🌿 2015 We have recycled 53 m³ of glass.
2016 We have recycled 54 m³ of glass.
- 🌿 2015-2016 until October we have collected 2,700 Ltrs of used cooking oil and have given it to a local company for treatment and re-using.

Chemicals

While the use of chemicals is necessary in a facility as large as The Royal Apollonia, we limit any hazardous impact through organization and control over all the chemicals used in the hotel. This has been done through the following actions:

-  Purchasing environmentally friendly cleaning supplies (biodegradable 90%)
-  Training the staff to use supplies appropriately
-  Training the staff to take precautions and use the required protective measures when dealing with chemicals
-  Keeping records of all chemicals' details including consumption, storage quantities, hazardous and non-hazardous information, and more






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

The purchasing of products to constantly supply a hotel establishment goes through processes which can contribute to negative impact on the environment, from shipping to the excessive use of inefficient products which would not help sustainability. The Royal Apollonia takes measures to ensure the purchasing process is organized and harmful effects are limited. This has been accomplished through the following actions:

-  Making purchases from the local market to reduce CO2 emissions caused through shipping and transportation from abroad.
-  Head offices consider the energy efficiency of equipment before purchasing them. The purchasing department makes purchases through bulk whenever possible to reduce the use of carton paper for transporting items.
-  Encouraging local suppliers to consider the use of our sustainability policy and apply the methods we apply to their purchasing process.

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.

Community – Corporate Social Responsibility (CSR) activities

Any local business is nothing without the community surrounding it, at The Royal Apollonia we believe that it is the duty of business to contribute to the community in any way possible and as such we have made the community a major part of our hotel. This has been done through the following actions:

- 🌱 Seeking local recruitment over international in order to provide more jobs within the community and allow the money to circulate locally.
- 🌱 Charity Donations (PASYKAF) for cancer patients
- 🌱 Bishopric of Limassol food pack donations
- 🌱 St. Panteleimonas Home for the Elderly
- 🌱 The House (Το Σπίτι) Children with special needs
- 🌱 Bottle Top collection for obtaining equipment for the disabled i.e. wheelchairs
- 🌱 Organized Beach Cleaning

Community - Cyprus Breakfast

Cyprus needs to maximize other unique selling points, one of which is its amazing food. Providing tourists with traditional local tastes, the breakfast will support local agri-food businesses and help the move towards a more sustainable local system of procurement. Louis Hotels *The art of breakfast in Cyprus and Greece (Recipe Book and local products)*

www.cyprusbreakfast.eu

Flora of Cyprus & Fauna of Cyprus

Herbs of Cyprus Hotel's Garden

Inside Guide to CYPRUS (CSTI)
(MakeHolidaysGreener.org.uk)



Support our Culture & Heritage

Cyprus Breakfast



Support our Culture & Heritage

Local Cuisine – Cyprus Night





Beach Cleaning & Bottle top collection for the Disabled






Support our Community – our CSR activities

Conclusion Targets

By 2014-2015 the hotel aimed to:




-  **Increase donations to people in need and local charity organizations to support local campaigns and charities where possible**
-  **Improve our communication, cooperation and coordination with the local community and organizations to achieve the above and to jointly work towards a better, safer and cleaner environment for all.**

In 2016-2017 as part of our commitment to social responsibility, we will:

-  **Continue to actively support charities, people in need**
-  **Engage in various activities to benefit our local community**
-  **Resolve any differences and or problems within our community.**


Human Resources


Human capital is the most vital resource an organization can have, therefore what makes our business successful are the people who work for us. At The Royal Apollonia we ensure to adhere to the rules and regulations of the Cyprus employment law. We appreciate our employees from the commencement of their employment, starting with the recruitment process, until the termination of their employment. This has been accomplished through the following actions:

-  We do not discriminate against a job applicant due to the person's race, colour, ethnicity, gender, sexual orientation, disability or any generic information which isn't directly related to the applicant's skills and ability to fill the job role.
-  We only recruit people above the minimum age required by Cyprus law.
-  We provide new employees with training on hotel policies, health and safety within the premises, on-the-job training and a one week orientation scheme, and a copy of the company's codes of conduct booklet.


Human Resources

 We offer promotion opportunities to existing staff by promoting position openings from within, and encourage internal hiring.

 We offer ex-employees the opportunity to be rehired if they desire and if circumstances allow.

 All hotel employees are entitled to benefits which maintain their rights as employees in the hotel including social insurance, annual leave, sick leave and daily meals, uniforms, freedom to choose a union of their choice.

Rewards and Bonus scheme for Employees

 Welfare fund for interacting with employees, an excursion to Greece was organized and 38 members participated.

 Medical Scheme is now available with the option of all employees to join

Conclusion Targets

In the past year there have been zero cases of complaints from employees or guests related to human rights, mistreatment or unfair dismissal of employees. Targets for zero cases with human resource related issues have been successfully achieved.

EMPLOYEE'S EQUAL RIGHTS







| SEX | 2014 | 2015 | 2016 |
|--------|------|------|------|
| MALE | 55% | 56% | 55% |
| FEMALE | 45% | 44% | 45% |
| LOCALS | 57% | 61% | 63% |

SEMINARS / IN-HOUSE TRAININGS

| A/A | DPT | TRAINING | 2014 HRS | 2015 HRS | 2016 HRS | STAFF ATT. | TOTAL HRS |
|-----|--------------|----------------------|----------|----------|----------|------------|-----------|
| 1 | FRONT OFFICE | Environmental Issues | 26 | 52 | 47 | 14 | 1750 |
| 2 | HOUSEKEEPING | Environmental Issues | 52 | 104 | 94 | 31 | 7750 |
| 3 | RESTAURANT | Environmental Issues | 15 | 25 | 20 | 17 | 1020 |
| 4 | BARS | Environmental Issues | 15 | 25 | 20 | 9 | 540 |
| 5 | MAINTENANCE | Environmental Issues | 8 | 12 | 10 | 14 | 420 |
| 6 | ADMIN | Environmental Issues | 15 | 24 | 20 | 5 | 295 |
| 7 | ACCOUNTS | Environmental Issues | 8 | 12 | 10 | 7 | 210 |
| 8 | KITCHEN | Environmental Issues | 15 | 25 | 20 | 32 | 1920 |
| 9 | AKAKIKO | Environmental Issues | 15 | 25 | 20 | 18 | 1080 |

Health & Safety

Health and safety is above all in a business which hosts a large number of personnel and guests, whom we aim to keep safe at all times. At The Royal Apollonia we start from the top (management) to the bottom (guests) ensuring all measures are taken for daily safety and preparation for any possible scenario of hazard. We have attained this through:

-  Training employees on health and safety through seminars on how to act during a safety crisis.
-  Providing employees with safety data sheets for equipment and chemicals used within the hotel.
-  Providing employees with the facilities to maintain high hygiene and health by providing staff changing rooms and showers, and healthy meals on a daily basis.
-  Maintaining a highly hygienic environment in the hotel premises with special consideration to showers and bathrooms.
-  Recording any illnesses from employees and guests, and investigate their cause in relation to the hotel and if the source comes from the hotel and should be fixed to prevent future repetition of the same illness.
-  Studying accidents and illnesses biannually to analyse their nature, frequency, cause, location and any other information which can help us prevent them for being repeated.

Health & Safety Conclusion targets




Our targets on Health and safety issues are ongoing and remain the same; we want to provide the safest environment to both guests and staff.

If and when accidents occur, we evaluate and investigate each and every incident so as to take all correct measures in order to prevent them from happening again/or to eliminate any possible spread of infection.







Grievance and Discipline

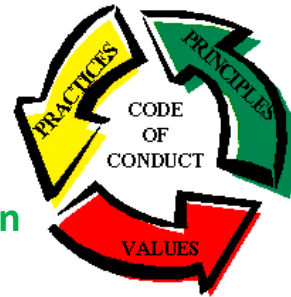
Maintaining a fair and stress free environment for employees helps any business flourish. All members of staff have the opportunity to come forward with any issues that should be resolved in order to improve the overall flow of work. Thus at The Royal Apollonia we have put procedures in place to ensure all employees are fairly treated. This is carried out through the following procedures:

-  Encouraging all staff members to discuss personal complaints with their Head of Departments in privacy and if not satisfied they may request for a personal meeting with the Hotel Manager.
-  A suggestion box is made available for the employees where they are encouraged to leave any complaints and/ or suggestions with option to do so anonymously.
-  Not tolerating wrong doing towards guests and/ or other staff members:
 - Minor wrong doing is disciplined with a verbal warning
 - A second repetition of the same wrong doing or a different one is disciplined with a written warning
 - A third repetition of the same wrong doing or a different one warrants immediate dismissal from the Hotel
 - Gross misconduct i.e. stealing, abusing other colleagues or guests, results to an immediate dismissal from the Hotel without any warning.



Grievance and Discipline

-  Ensuring all warnings are fair and no employee is wrongfully accused
Warnings are only issued by Heads of Departments
-  A copy of the employee's written warning is given to the employee's trade union representative
-  When a warning is given, the employee gets a thorough explanation of the reason behind the warning to help him/ her avoid repeating the same mistake
-  Employees are provided with the Codes of Conduct handbook at the start of their employment to be completely aware of the do's and don'ts of the hotel to help them avoid wrong doings







Conclusion Targets

We want to keep our work environment fair and friendly and know that our employees feel safe to report complaints in order to keep this fair environment, and we will continue to do our best to provide our employees with everything they need, including new procedures or changes in management methods to ensure the best results.

Child Protection

We have a policy in place to protect all minors at the hotel and they are our responsibility which we take very seriously. At The Royal Apollonia we care for the protection of the children living under our roof, and we have taken the following measures:

-  We do not hire under aged children or contribute to child labour
-  Employees are trained to identify child abuse incidents. All employees receive training to distinguish basic children abuse incidents and are encouraged to report any suspicion of child abuse incidents to the senior management
-  Management takes the responsibility to take any reports of child abuse (from either employees or guests) to local child protection authorities
-  We do not tolerate such behaviour whether it originates from guests, visitors or employees



Conclusion Targets

We are happy to have kept a safe zone for children at our hotel, and have not yet reported any child abuse incidents in our premises. While we would rather not witness any child abuse, we will continue to be weary of such a possibility and ensure that any report is taken seriously and handled correctly.

The Royal Apollonia Green Team

•**Mr Christos Zenios** – *General Manager*

Responsible for: communication with LH Head Office about sustainability issues; issue of yearly Sustainability Report; coordination of Travelife implementation at the hotel.

•**Mr Costas Panaouris** - *Maintenance Manager*

Responsible for: appointed to manage all environmental issues and procedures along with all Department Heads who are members of the Green Team. Also manages hazardous substances, records water consumption, waste etc

•**Mrs Maria Theodoridou** – *Executive Secretary*

Responsible for: Administration and supervision, communicates & works with the local community

•**Mr Marios Ektoros** – *Hotel Chef*

Responsible for: food waste management & monitoring; general waste recycling

•**Mr Stelios Hadjicosta** – *Operations Manager*

Responsible for: Human Rights and Employee Welfare

•**Andreas Triantafillides** – *Service Manager*

Responsible for: Bar & Restaurant waste recycling supervision;

•**Yianoulla Georgiou** – *Room Division's Manager*

Responsible for: Maintaining guests satisfaction and resolving complaints

•**Tala Karam** – *Sales & Marketing/Banqueting & Public Relations*

Responsible for: Informing guests on environmental issues & contribution

•**Nicoletta Nicolaidou** - *Ex. Housekeeper*

Responsible for: Housekeeping waste recycling supervision, housekeeping hazardous waste. Communicates and works with the local community.

•**Panicos Panayi**- *Store keeper*

Responsible for: Purchasing & promoting local products



PROGRESS WE MADE IN MANAGING SUSTAINABILITY ISSUES

HUMAN RESOURCE

Zero differences and/or court cases between hotel and present & past employees. Support & co-operation with trade unions.

COMMUNITY

Continue our membership in various local associations/organizations. Support local suppliers. Promotion of local products & services. In 2014 & 2016 we have increased our donations through charities and our efforts will continue.

WATER

22% less consumption of potable & irrigation water between 2014 & 2015
6.6% increase between 2015 & 2016 due to faulty water meter (until October)

CHEMICALS

12.31% less cost of chemicals per guest night between 2014 & 2015
1.05% less cost of chemicals per guest night between 2015 & 2016 (until September)

ENERGY

Reduction of total energy (Electricity, Fuel, Gas) consumption in KW 0.3% per guest between 2014 & 2015
Reduction of total energy (Electricity, Fuel, Gas) consumption in KW 4.96% per guest between 2015 & 2016 (until October)



“Think green, **Go** green, **Live** green”



... and Enjoy your **Green Journey with** Travelife

