

LOUIS IMPERIAL BEACH

TRAVELIFE  
SUSTAINABILITY REPORT  
2018



## TRAVELIFE SUSTAINABILITY REPORT 2018

### Louis Imperial Beach

The Louis Imperial Beach is very proud with its sustainability progress and activities. Over the last few years, the hotel has managed to maintain and improve in various areas thanks to its employees' efforts and loyalty towards the environment, the respect towards human rights, as well as promotion and support to the local community.

This report is prepared to keep up-to-date the hotel's senior management team and subsequently the rest hotel's employees.

#### 1. ENERGY

Various actions were taken to reduce the consumption of electricity. These actions include but are not limited to:

- The majority of high cost and high energy light bulbs used in the past have been replaced with low energy & LED.
- Outdoor areas lights are controlled with an automatic timer system.
- Electricity in the rooms is activated through magnetic keys. All electrical facilities and air-conditioning is deactivated when the magnetic key is off. Air-conditioning also deactivates when balcony doors are open.
- Walk-in cold rooms are equipped with entrance curtains
- All equipment that we discard is replaced with new, of better energy classification
- Monitoring and adjusting temperatures of air-condition of the public areas.
- Preventive maintenance of all machinery as per the annual maintenance program in order to reduce energy loss through faulty equipment
- Staff training to report any faulty equipment etc.
- Information to staff on how to reduce the consumption of gas and diesel through careful procedures when using equipment i.e. kitchen ovens etc.
- Recordings of electricity, gas & diesel consumption and ways to identify wastages, extraordinary consumption

#### CONCLUSION & TARGETS

Compared to year 2017, in 2018 we had an increase the 'kilowatt hours' per guest (combining fuel, gas & electricity together) by 8% i.e. 22kWh per guest (in 2018) compared to 24.23kWh per guest in 2017. The target for 2019 is to drop 2% the above figures.

#### 2. WATER

We tried also to control the consumption of water in various ways:

- Lower water flow at our water outlets
- Toilets are equipped with low flush buttons
- Hot water constantly circulates in the hotel
- Public area showers work with push buttons for up to 15 seconds
- Beach towels and bedroom linen are changed every 3 days
- Guests are encouraged to reuse their bath towels and save water

- Regular recordings of water consumption
- Grey water is disposed to the public sewage treatment lagoon system etc.

### CONCLUSION & TARGETS

Compared to year 2017, in 2018 we had a decrease in the tones per guest by 19% i.e. 0.30m2 per guest (in 2018) compared to 0.37m2 per guest in 2017. Our target for 2019 is to reduce by 3%.

### **3. WASTE**

Waste minimization also plays a significant role into our environmental action. To do so:

- We recycle glass, paper, cardboard, plastic, metal, batteries, used cooked oil (UCO), light bulbs and electric devices
- We use reusable polycarbonate cups instead of disposable plastic cups
- We purchase in bulk where possible
- We own recycling bins positioned in the public areas in order to promote recycling culture
- We re-use destroyed linen as cleaning rags

### CONCLUSION & TARGETS

In 2018 solid waste to landfill has changed from 10.16lt per guest night, compared to 9.77 lt per guest night in 2017, that is an increase of 4%. Recycling of PMD, paper and glass has increased by 1.07 lt per guest night or 1% compared to 2017. Recycling of paper was 9.08lt per guest night, PMD 1.73lt per guest night and glass 0.44lt per guest night. Recycled waste was 52% of total waste in 2018, compared to 50% in 2017. Our target for 2019 is a reduction of 2%. We endeavor into find practices and means to reduce solid waste even more, if possible to recycle organic waste for treatment.

### **4. CHEMICALS**

The hotel has adopted the policy in purchasing environmental friendly cleaning chemicals biodegradable and staff is trained for appropriate use.

We also keep records of all chemicals' details incl. consumption, storage quantities, hazardous & non-hazardous info. of each chemical etc. Staff are trained to take all precautions when dealing with them using the required protective measures and knowing their correct use.

### CONCLUSION & TARGETS

Use of chemicals was reduced by 10% between 2016 and 2018, from 50gr per guest night to 45gr per guest night. The target is a reduction of 6% in 2019.

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 few years.

### **5. PURCHASING**

Whilst ensuring a wide range of high quality products, our hotel purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad.

Additionally, prior to every purchase of electrical equipment, we consider buying equipment that is energy efficient. We have also asked our head offices' purchasing department to consider to supply us in bulk so as to reduce waste of cardboard and plastic.

#### CONCLUSION & TARGETS

The above mentioned actions have helped our scope and subsequently improved the awareness of sustainability with matters related to purchasing.

### **6. COMMUNITY**

Our hotel is committed to working with local businesses, agencies, churches and organizations who believe in building strong communities. We therefore:

- Recruit local people and people who live locally to help money circulate within the community and discourage locals to seek for jobs abroad
- When possible we participate in fundraisings, or/and donate food or equipment we no longer use
- We promote to our guests the 'Cyprus Breakfast' and various traditional culinary options at meals as well as we organize Cyprus themed buffet and Cyprus dance evenings
- Our all-inclusive drinks package involves mostly locally produced alcoholic / non- alcoholic drinks
- Local events and businesses are permitted to promote their services and products for free (flyers, brochures)

#### CONCLUSION & TARGETS

The hotel aims and will continue to aim to assist and support the local community with every possible way.

### **7. HUMAN RESOURCE**

Our hotel adheres to the rules and regulations of Cyprus' employment law. We do not discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information. Because of this:

- We recruit regardless of gender, age, race, nationality, religion, or/and disability
- We recruit people of the minimum age required by law
- Our new employees have an induction (hotel policies, health & safety, job training) and provided with the company's Codes of Conduct booklet
- When there is a job opening ,we try to promote from within – 70% of our Management team have been promoted internally from both the hotel and the Louis Hotel Group
- We also aim to re-employ our staff every year – 70% are repeat employees
- All employees are entitled to benefits (i.e. social insurance, annual leave, sick leave, uniforms, meals on duty, join the Hotel Unions).

#### CONCLUSION & TARGETS

During 2018, there have been no cases of complaints related to employment and human rights or any differences with employees regarding mistreatment and unfair dismissals. Targets for zero cases with human resource related issues have been successfully achieved.

## **8. HEALTH & SAFETY**

We try to adhere to all Health and Safety at Work regulations as we wish to ensure the safety and welfare of all of our employees. We provide to all employees the necessary tools so as to work in a safe environment; these may include training seminars on safety and health, related information leaflets and guidelines, various safety equipment to work with as well as 'safety data sheets' of chemicals etc. Several other publications such as the 'Evacuation & Emergency Plan', 'Louis Hotels manuals', the 'Codes of Conducts handbook' etc. are also given to staff and are available to read and use.

Furthermore, we apply rules on personal appearance and hygiene, we provide staff with the best possible food options as well as changing rooms / shower rooms.

With regards to accidents and illnesses [involving both guests and employees], we record all kind of accidents/illnesses no matter how important they are, and we take immediate corrective actions so as to prevent them from happening again. An analysis of all accidents and illnesses is done annually in order to study their nature, frequency, cause, location etc. Preventive actions are taken when necessary and if possible.

### CONCLUSION & TARGETS

Our targets on Health & Safety are ongoing and remain the same; we want to provide the safest environment to both guests and staff with zero accidents and zero illnesses occurring around the hotel's premises. When these occur though, we evaluate and investigate each and every incident so as to take all the right corrective actions in order to prevent them from happening again and/or to stop any possible spread of an infection.

## **9. GRIEVANCE & DISCIPLINE**

All members of staff may discuss any issues and personal complaints with their Head of Departments. If they feel that their issue and/or complaint was not resolved, after meeting with their department head, they are free to ask to meet with the Hotel Manager. Staff need to feel comfortable with their colleagues and supervisors, and furthermore at their workplace, therefore meeting with their head of department and the hotel management is made easy for them.

Disciplinary penalties / warnings are given/issued by the Department Heads. In case of minor wrong doing, the employees are issued with a verbal warning. Repeating or in case of another minor wrong doing, will lead to a written warning. Whilst issuing a warning, the employee is explained why he or she is receiving the said warning so as to understand his/her wrong doing in order to avoid repeating it in the future. If this continues, and after issuing a 3<sup>rd</sup> written warning, employees are dismissed from the hotel. Every time an employee is issued with a warning, the employee's trade union representative is copied with the warning.

In case of serious wrong doing (i.e. stealing, abusing/bullying colleagues or guests, etc.), the employee will be dismissed on the spot with no warning.

At the beginning of their employment, all employees are issued with the 'Codes of Conduct' handbook; all information related to employment conditions, disciplinary rules and regulations, "do's" and "don'ts" etc. are mentioned on the said handbook so as employees read and understand the same.

### CONCLUSION & TARGETS

We aim to provide our employees with a friendly, comfortable environment so as to make it as enjoyable and safe as we can.

## **10. CHILDREN PROTECTION**

Our hotel fully supports the protection of under-aged including child labor, physical and sexual abuse. All employees receive training to distinguish basic children abuse incidents and are also encouraged to report to the hotel's management when they notice one. The management in return will immediately report the incident to the local child protection authorities whether they originate from guests or employees. Our hotel and its employees can not under any circumstance tolerate such incidents.

### CONCLUSION & TARGETS

We did not notice neither we have been informed about any such incidents. We aim to continue protecting children by training our staff so as to be able to identify any kind of abuse and subsequently report the same at the local authorities.