

LOUIS imperial beach

LOUIS IMPERIAL BEACH

SUSTAINABILITY REPORT

REPORTING PERIOD: 2021

Prepared by: Doxa Christodoulou
Reviewed by: Christakis Paraskeva

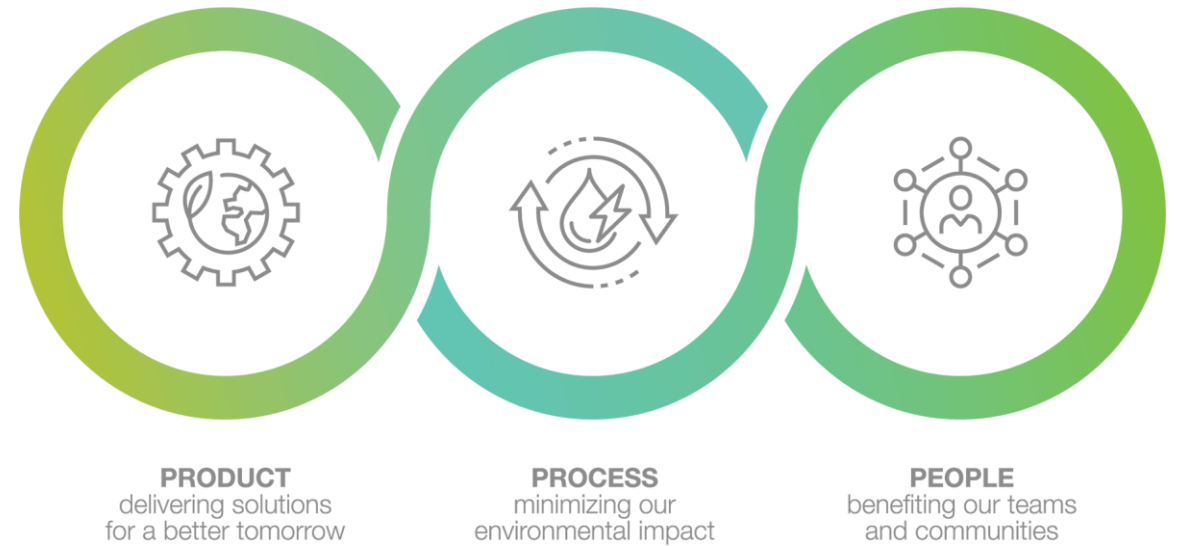


A photograph of a resort poolside area. In the foreground, a row of lounge chairs with light-colored cushions and metal frames is arranged along the edge of a swimming pool. Behind the chairs, several white patio umbrellas are closed. The background is filled with tall palm trees and other tropical vegetation under a clear blue sky. The pool's surface reflects the sky and the surrounding greenery.

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**



LOUIS IMPERIAL BEACH HOTEL

Paphos, Cyprus

- At Louis Imperial Beach Hotel 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.



LOUIS IMPERIAL BEACH HOTEL

Paphos, Cyprus

- Ideally located on the shore of the ancient port of Paphos offers the modern traveler a level of comfort and elegance. For those wishing to relax by the beach or the freshwater pool they can enjoy refreshing cocktails from the Pool Bar.
- Our sumptuous buffets aspire to take you in an absolute gastronomical journey by offering tastes that would please the most demanding customer. Louis Imperial Beach ambition is to earn your warmest smile giving you the promise to take a step ahead for you every time you come back.



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

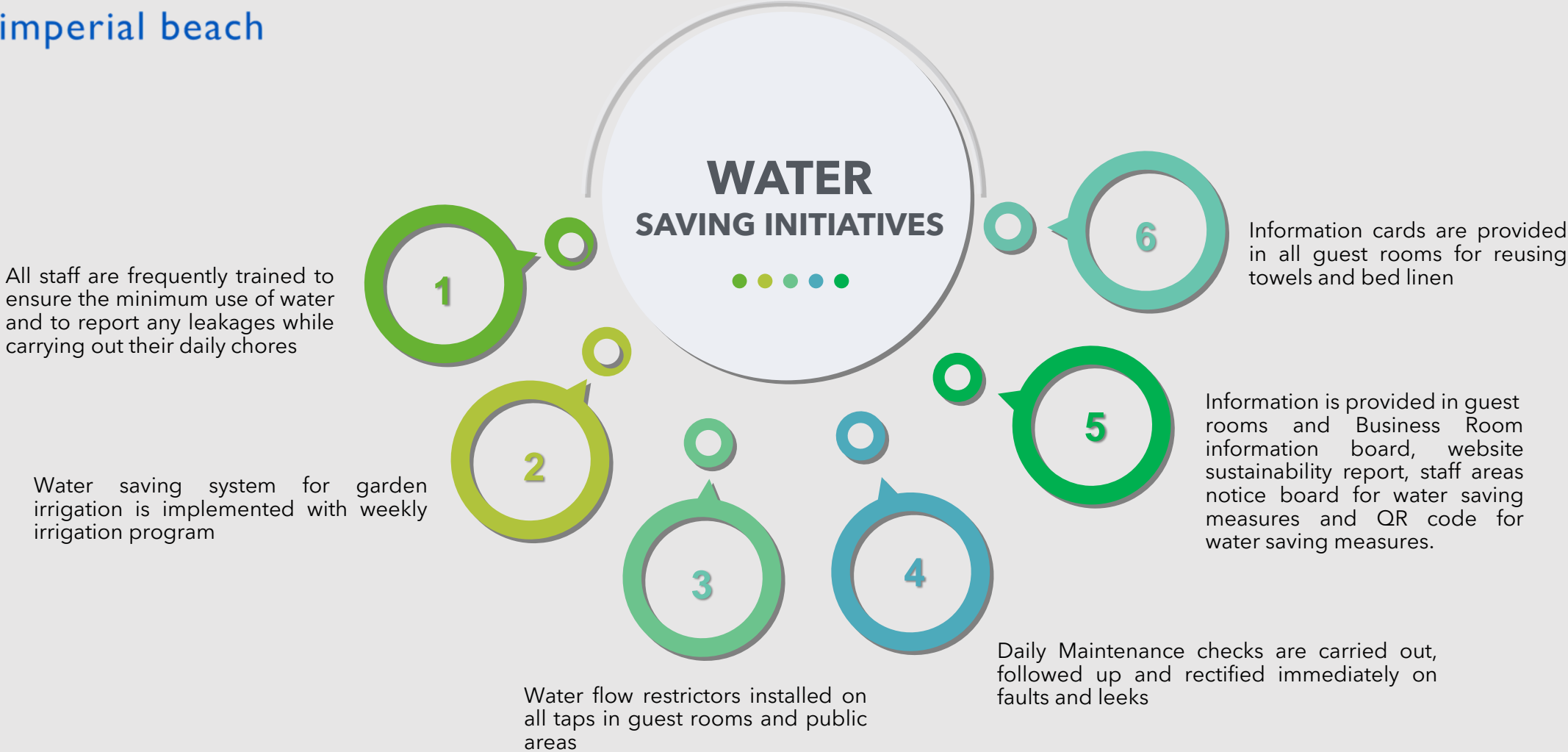


LOUIS imperial beach

ENVIRONMENTAL & SOCIAL ISSUES

- WATER is sourced from the Paphos Municipality & Water Development Department





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 three times a year.

Irrigation:

Our gardens are irrigated with water provided from Water Development Department.

To ensure sea water quality:

The hotel beach front is cleaned daily.

ENERGY SOURCES

ELECTRICITY

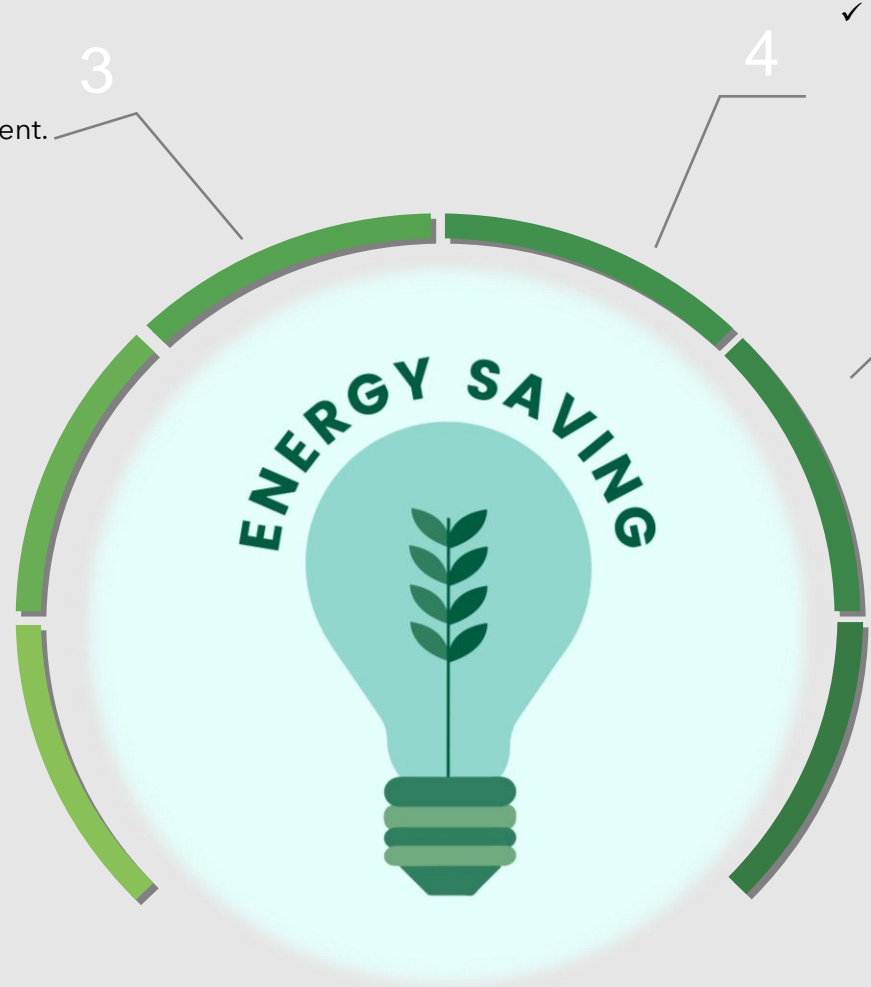
- ✓ Electricity Authority of Cyprus supplies our electricity
- ✓ Our Maintenance Department monitors the electricity consumption daily
- ✓ Electricity is used for refrigerators, pumps, lights and all other equipment

LPG

- ✓ EKO is our LPG supplier.
- ✓ LPG and diesel consumptions are measured and documented.
- ✓ LPG is used for our Kitchen Department.



ENERGY SAVING INITIATIVES



- ✓ 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.

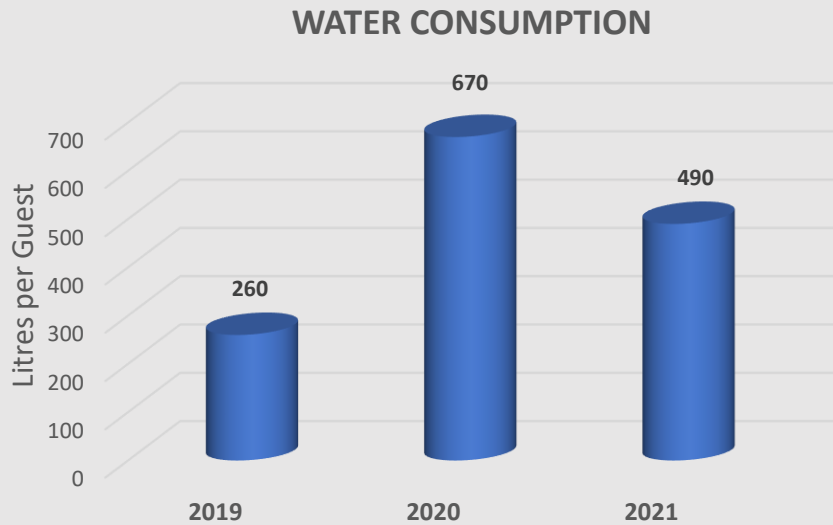
- ✓ All light bulbs have been replaced with low energy bulbs and LED lighting which reduces electricity consumption (Lighting Control/Dimmer)

- ✓ 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.
- ✓ Implementing preventive maintenance through the annual maintenance program to reduce energy loss in all machinery.
- ✓ Daily recording of 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



	2019	2020	2021
Water Consumption (LITRES PPPD)	260	670	490
	KPI 2018 - 2019	KPI 2019 - 2020	KPI 2020 - 2021
	291	252	650

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, April, May, June)

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

Total Water Consumption:

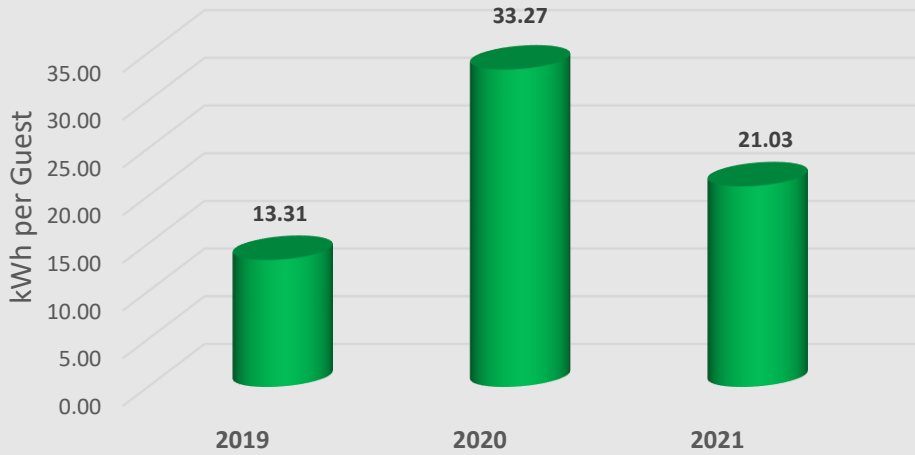
2019: 41791

2020: 20168

2021: 24898

ELECTRICITY CONSUMPTION COMPARISON

ELECTRICITY CONSUMPTION



	2019	2020	2021
ELECTRICITY CONSUMPTION (KWH PPPD)	13.31	33.27	21.03
	KPI 2018 - 2019	KPI 2019 - 2020	KPI 2020 - 2021
	12.62	13.04	32.60

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Total Electricity Consumption:

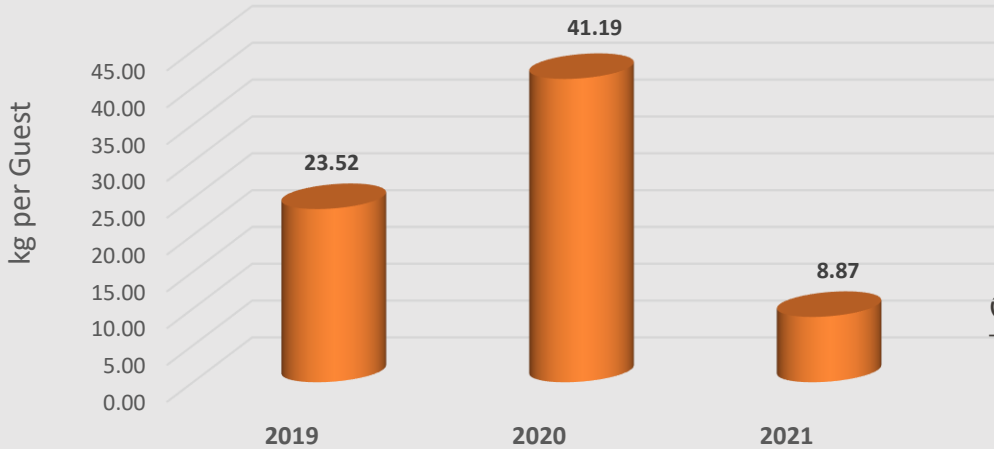
2019: 2,130,769 kWh

2020: 997,342 kWh

2021: 1,072,630 kWh

LPG CONSUMPTION COMPARISON

LPG CONSUMPTION



	2019	2020	2021
WASTE PRODUCTION (kg PPPD)	24.52	42.19	8.87
KPI 2018 - 2019	2.10	KPI 2019 - 2020	KPI 2020 - 2021
		24.03	41.35

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Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased in 2020.

Total Gas Consumption:

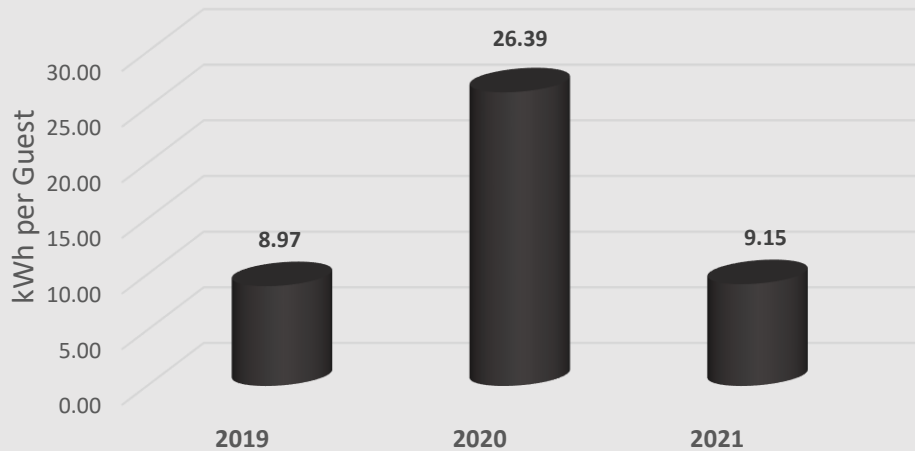
2019: 338,560 kWh

2020: 111,033 kWh

2021: 98,067 kWh

FUEL CONSUMPTION COMPARISON

FUEL CONSUMPTION



	2019	2020	2021
FUEL CONSUMPTION (KWH PPPD)	8.97	26.39	9.15
	KPI 2018 - 2019	KPI 2019 - 2020	KPI 2020 - 2021
	9.03	8.79	25.86

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Total Fuel Consumption:

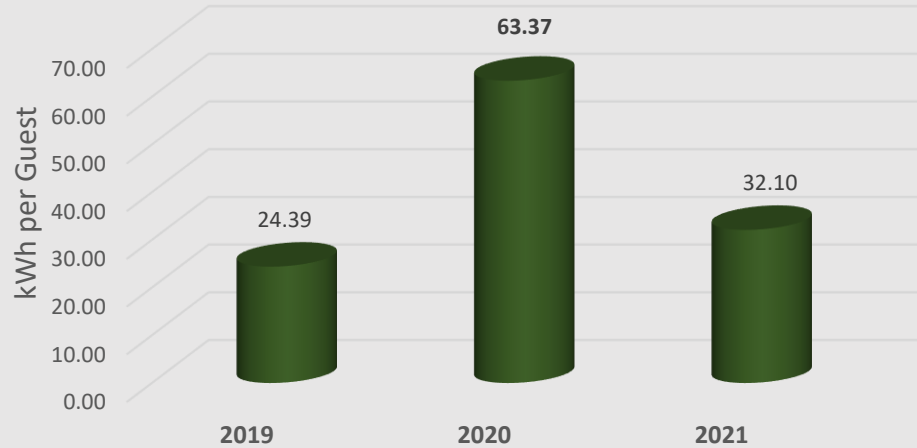
2019: 1,436,386 kWh

2020: 791,162 kWh

2021: 466,989 kWh

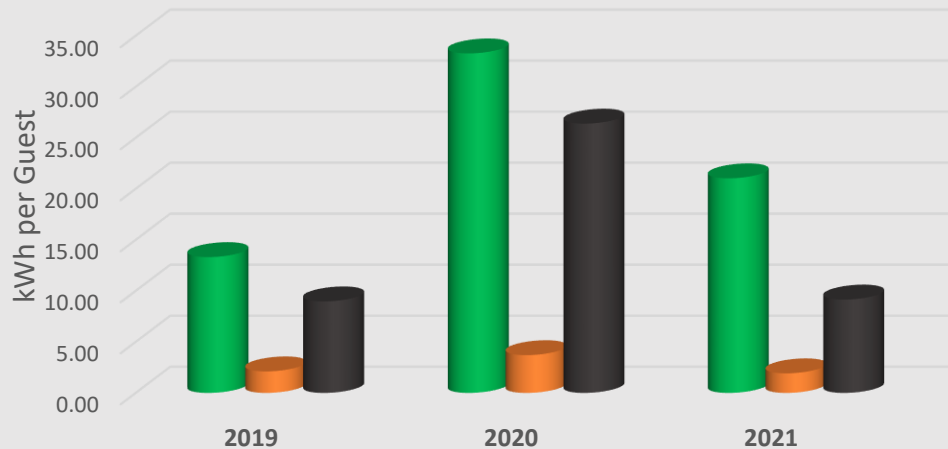
TOTAL ENERGY CONSUMPTION COMPARISON

TOTAL ENERGY CONSUMPTION



	2019	2020	2021
TOTAL ENERGY CONSUMPTION (KWH PPPD)	24.39	63.37	32.10
	KPI 2018 - 2019 23.75	KPI 2019 - 2020 23.90	KPI 2020 - 2021 62.10

Electricity LPG Fuel



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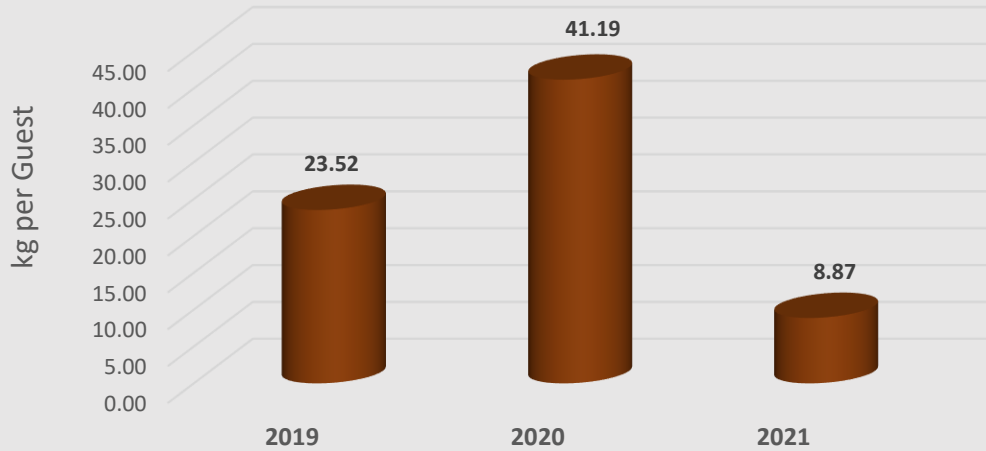
Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased.

Total Energy Consumption:

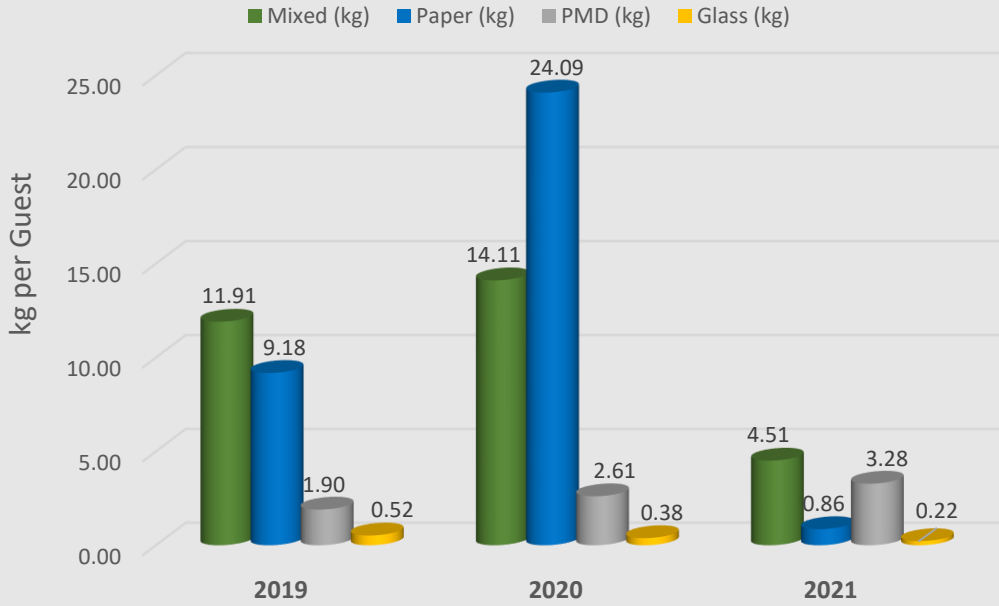
- 2019:** 3,905,715 kWh
- 2020:** 1,899,537 kWh
- 2021:** 1,637,685 kWh

WASTE PRODUCTION COMPARISON

WASTE PRODUCTION



	2019	2020	2021
WASTE PRODUCTION (kg PPPD)	23.52	41.19	8.87
KPI 2018 - 2019	26.52	KPI 2019 - 2020	KPI 2020 - 2021
		23.05	40.37



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Total Waste production (Not-hazardous):

- 2019:** 3,725,700 kg
- 2020:** 1,180,000 kg
- 2021:** 452,500 kg

HAZARDOUS WASTE RECYCLING COMPARISON

HAZARDOUS WASTE RECYCLING

	2019	2020	2021
HAZARDOUS WASTE RECYCLING (kg PPPD)	0.02	0.03	0.02
KPI 2018 - 2019	0.02	0.02	0.03
KPI 2019 - 2020	0.03	0.02	0.02
KPI 2020 - 2021	0.02	0.03	0.02

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

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

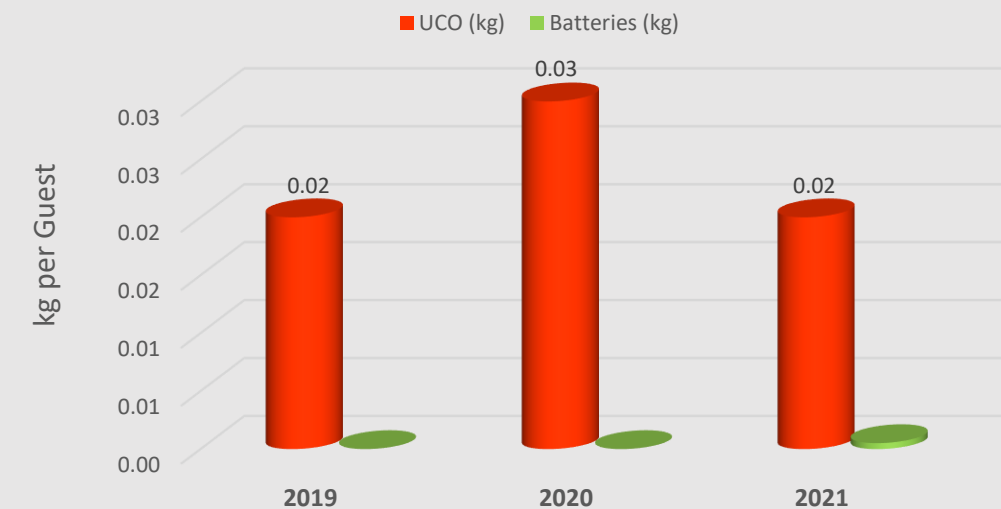
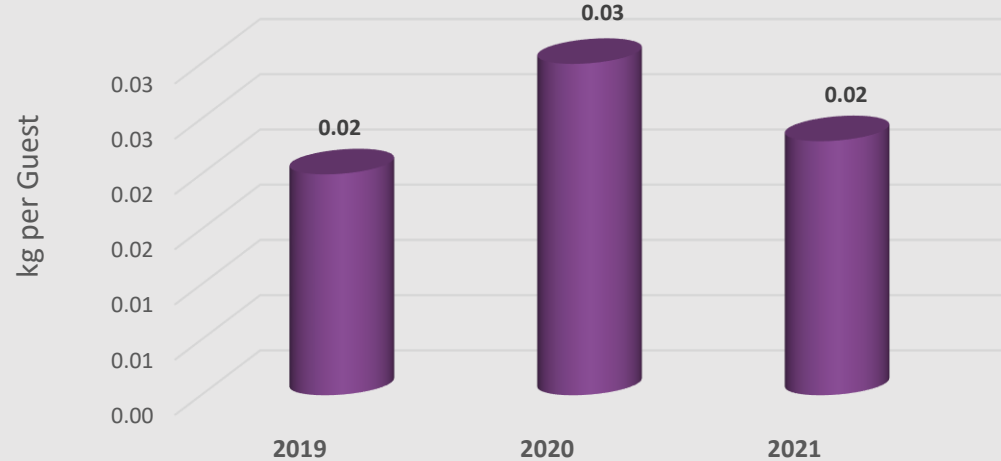
Total UCO Recycled:

2019: 2,456 kg
2020: 901 kg
2021: 791 kg

Total Batteries Recycled:

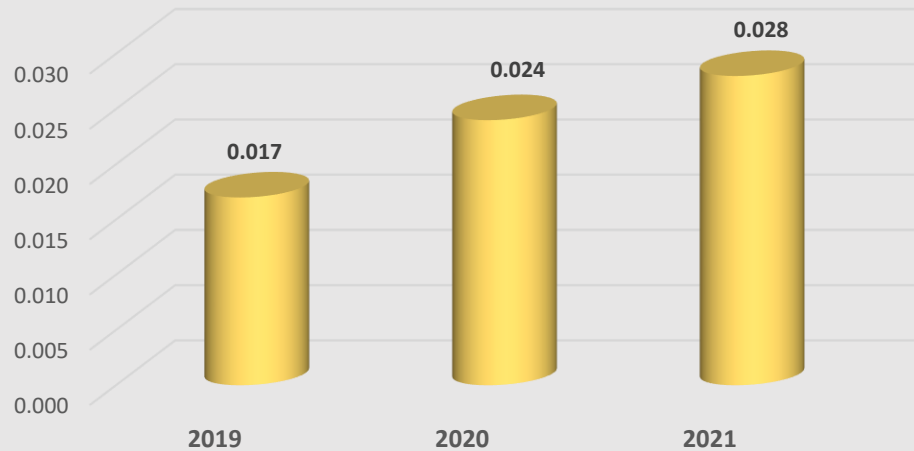
2019: 0 kg
2020: 0 kg
2021: 0 kg

* The batteries collected the last 3 years are 26 kg.



CLEANING CHEMICALS CONSUMPTION COMPARISON

CLEANING CHEMICALS CONSUMPTION



	2019	2020	2021
CLEANING CHEMICALS CONSUMPTION (kg PPPD)	0.017	0.024	0.028
KPI 2018 - 2019	0.017	KPI 2019 - 2020	KPI 2020 - 2021
		0.016	0.023

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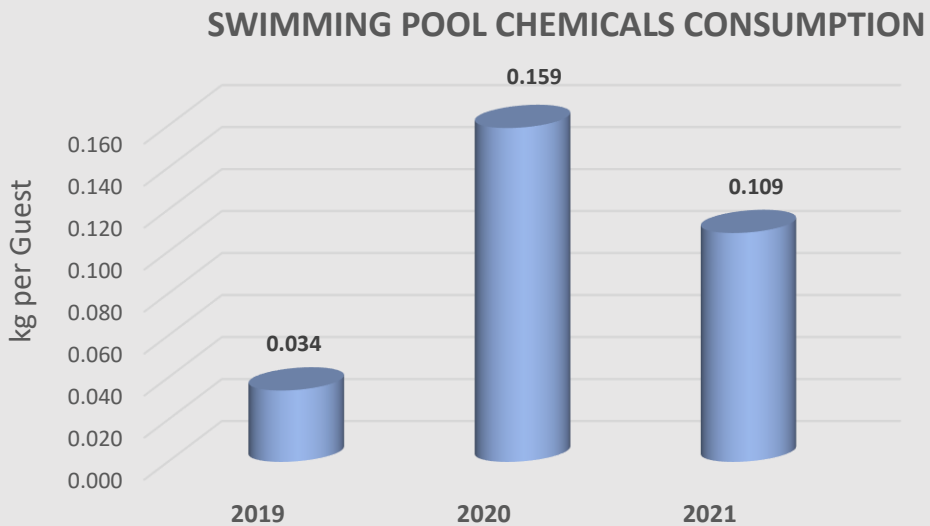
Total Cleaning Chemicals Consumption:

2019: 3,848.68 kg

2020: 803.10 kg

2021: 984.97 kg

SWIMMING POOL CHEMICALS CONSUMPTION COMPARISON



	2019	2020	2021
SWIMMING POOL CHEMICALS CONSUMPTION (kg PPPD)	0.034	0.159	0.109
KPI 2018 - 2019	0.025	0.032	0.149

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

Total Swimming Pool Chemicals Consumption:

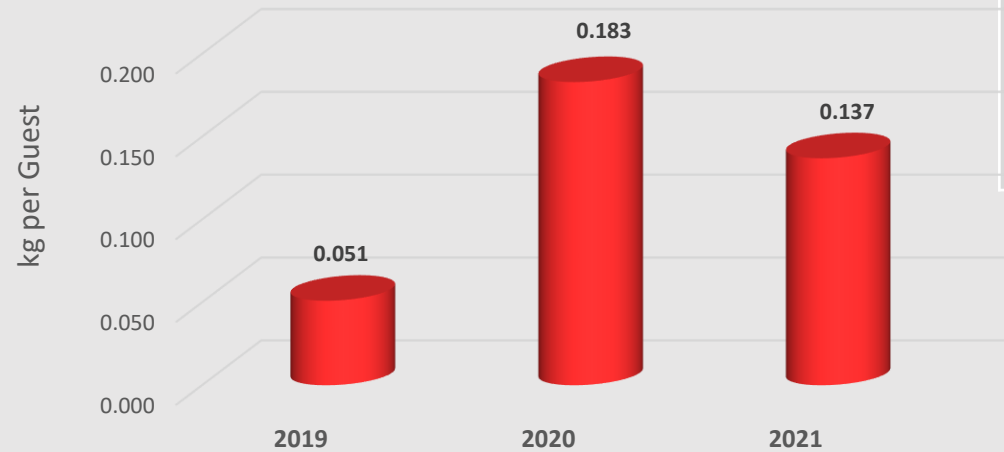
2019: 5,468.10 kg

2020: 4,543.50 kg

2021: 5,567.50 kg

TOTAL CHEMICALS CONSUMPTION COMPARISON

TOTAL CHEMICALS CONSUMPTION



	2019	2020	2021
TOTAL CHEMICALS CONSUMPTION (kg PPPD)	0.051	0.183	0.137
KPI 2018 - 2019	0.042	0.048	0.172

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

Total Chemicals Consumption:

2019: 9,317 kg

2020: 5,347 kg

2021: 6,552 kg

WASTE MANAGEMENT

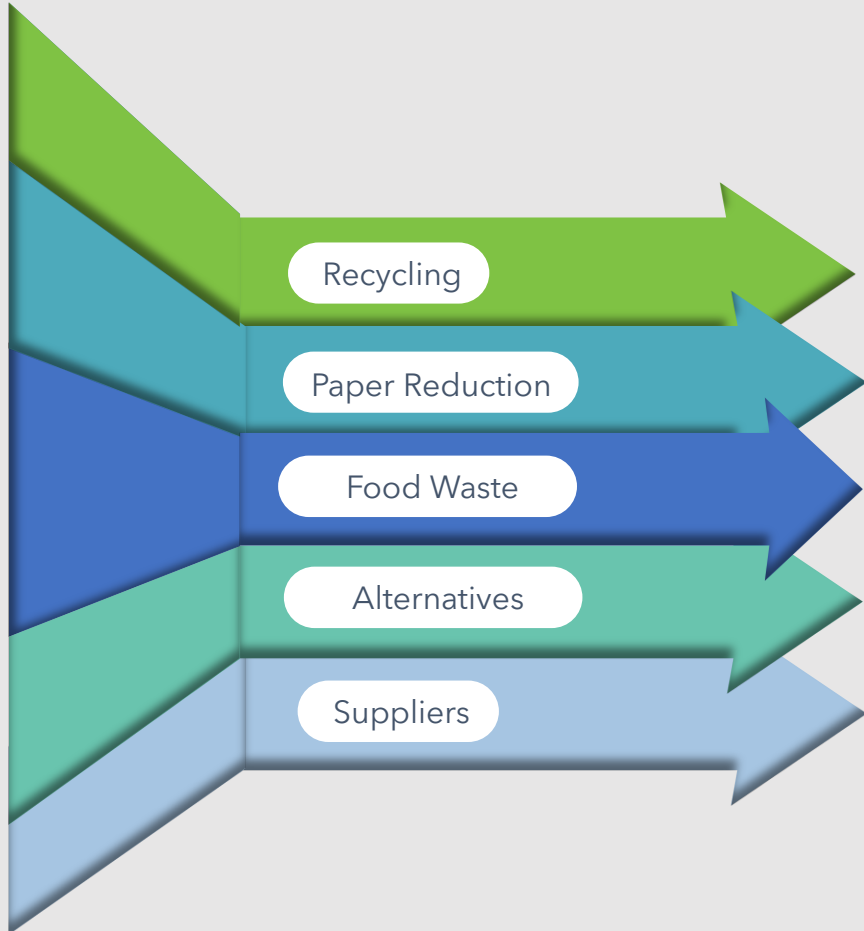
- ✓ The hotel is connected to the public sewage system.
- ✓ Waste water is sent to the public biological plant and checked monthly by the government authorities for controlling the legal requirements for BOD and COD.

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



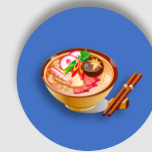
Recycling

- 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

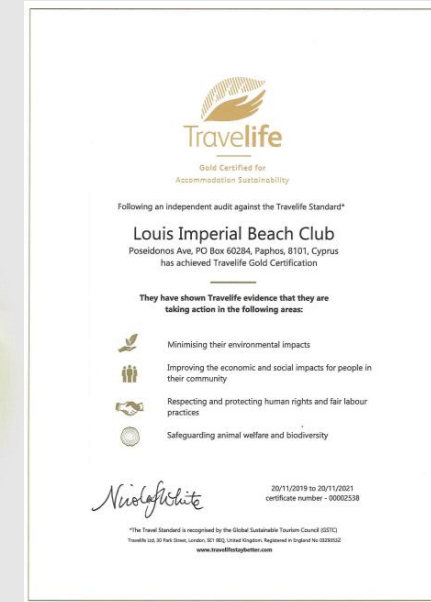


Suppliers

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

CERTIFICATIONS & AWARDS

- ✓ TRAVELIFE CERTIFICATION 2019
- ✓ EN ISO 9001:2015
- ✓ EN ISO 22000:2018
- ✓ GREEN KEY 2022



SOCIAL RESPONSIBILITY & COMMUNITY



1) ENGAGEMENT: Supporting local and international organizations

ENGAGEMENT

- 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

- Member of CSTI: Cyprus Sustainability Tourism Initiative.

- Member of CYMEPA (Cyprus Marine Environment Protection Association)

- TUI Sustainability plan reduction of plastic - Travelife



Cyprus Sustainability Tourism Initiative:

Project 'Keep our Sand and Sea Plastic Free - Destination Zero Plastic in Cyprus



2) **EMPLOYEES:** Employee involvement and equality

EMPLOYEES

YEAR	FEMALES	MALES	LOCALS
2019	58%	42%	55%
2020	56%	44%	66%
2021	58%	42%	76%

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	9	6	0	0	16.5
2	HOUSEKEEPING	Environmental Issues	22.5	15	0	0	43.5
3	RESTAURANT	Environmental Issues	34.5	23	0	0	57
4	BARS	Environmental Issues	33	22	0	0	64.5
5	MAINTENANCE	Environmental Issues	7.5	5	0	0	15
6	ADMIN	Environmental Issues	1.5	1	0	0	3
7	ACCOUNTS	Environmental Issues	6	4	0	0	13.5
8	KITCHEN	Environmental Issues	16.5	11	0	0	34.5

4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

COMMUNITY ACTIVITIES

- Blood Donation
- Donate meals to the Cyprus Association "One Dream One wish"
- Employee interacting trip in Rome with the Welfare Fund 2022



LOUIS IMPERIAL BEACH
Pafos - Cyprus *****
Member of **LOUIS HOTELS** Premium Collection

L.I.B. 3/2022
05 Μαΐου 2022

ΠΑΓΚΥΠΡΙΟΣ ΣΥΝΔΕΣΜΟΣ
ΓΙΑ ΠΑΙΔΙΑ ΜΕ ΚΑΡΚΙΝΟ ΚΑΙ
ΣΥΝΑΦΕΙΣ ΠΑΘΗΣΕΙΣ
«ΕΝΑ ΟΝΕΙΡΟ ΜΙΑ ΕΥΧΗ»

Αγαπητοί κύριοι

Το ξενοδοχείο Louis Imperial Beach στην Πάφο σας προσφέρει δωρεάν δειπνο για 2 (δύο) άτομα στο ασιατικό εστιατόριο «Mura By Akakiko» του ξενοδοχείου μας.

Η προσφορά αυτή ισχύει από 01/06/2022 μέχρι 01/12/2022 εξαιρουμένων Δημόσιων Αργιών και δεν μπορεί να μεταφερθεί.

Παρακαλώ όπως κάνετε κράτηση στο εστιατόριο δύο μέρες πριν από το δείπνο στο τηλέφωνο 00357 26 965 415 και παρουσιάσετε την επιστολή αυτή στον υπεύθυνο του εστιατορίου κατά την άφιξη σας.

Με εκτίμηση
Louis HOTELS PUBLIC Co LTD
(IMPERIAL HOTEL)

Χριστάκης Παρασκευά
Γενικός Διευθυντής
Louis Imperial Beach

Όνοματεπώνυμο: _____

Ημερομηνία δείπνου: _____

Διεύθυνση: _____

Ηλεκτρονική Διεύθυνση: _____

Αριθμός Τηλεφώνου: _____

www.louishotels.com

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Posidonos Ave, P.O.Box 00284, 8101 Pafos, Cyprus
Tel: +357 26965415, Fax: +357 26964293 E-mail: imperial.cy@louishotels.com

www.louishotels.com

Υπεύθυνος: _____

Ηλεκτρονική Διεύθυνση: _____

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Υπεύθυνος: _____

Ηλεκτρονική Διεύθυνση: _____

4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

COMMUNITY ACTIVITIES

- Donate chairs to Holy Metropolis of Limassol
- Donate bed covers to Red Cross
- Donate pillows to Paphos General Hospital
- Donate furniture to employees
- Different themes local community (once a week we have Cyprus Night Buffet and Cypriot dancing show)

LOUIS IMPERIAL BEACH
PAFOS
★★★★

TRANSFER NOTE

TO: NIKOSIA DATE: 2/3/22

NAME: IMPERIAL SIGNATURE: *[Signature]*
ΧΑΡΑΛΑΜΠΟΣ ΡΟΥΕΛΛΑ

1) 6 κουρσέλες για
2) 6 αβρασοειδη αβρα
3) 11 αβρασοειδη για
4)

I the above signed confirm that I am in receipt of the above from the Louis Imperial Beach Hotel.

Name: *[Signature]* Date 2.3.22

On Behalf Of Louis Imperial Beach Hotel

CONFIRMATION OF RETURN

FROM: DATE:

NAME: SIGNATURE:

1)
2)
3)
4)

Name: Date
On Behalf Of Louis Imperial Beach Hotel

**** A copy to be given to the Operations Manager and the Accounts**

Donate bed covers to Red Cross



Donate chairs to Holy Metropolis of Limassol



Donate pillows to Paphos General Hospital

THANK YOU!