LOUIS imperial beach

SUSTAINABILITY REPORT

REPORTING PERIOD: 2023

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Date: 08/10/2024

Approved: Christakis Paraskeva

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

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

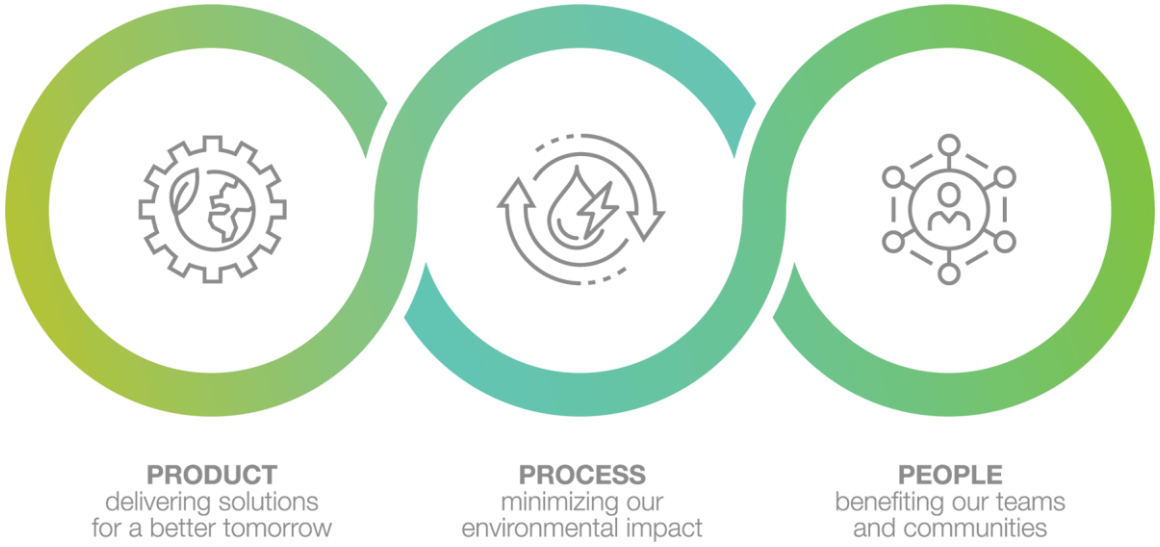
Paphos, Cyprus

- 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 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”.



LOUIS imperial beach

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

Travelife

Accommodation Sustainability

It is well understood to the Management of LOUIS IMPERIAL BEACH PAPHOS the necessity to implement a sustainable action plan that commits:

- **to create happy faces in a happy place,**
- **to minimize the environmental impact from its activities by reducing our greenhouse gas emissions and protecting and supporting biodiversity**
- **to adapt to the socio – economic fast changes and contribute to the local community,**
- **to create a fair and pleasant work environment where everyone should be treated fairly and with respect ensuring human rights of staff and guests are protected**
- **safeguard the welfare of children and young people**

For the above purposes Louis Imperial Beach is member of Cyprus Sustainable Tourism Initiative and implements the Travelife Sustainable system.

TRAVELLING RESPONSIBLY

RESPONSIBLE GUEST GUIDE

- **We all travel for different reasons and many of us would agree that one of the best things about travel is having new and unique experiences. Because people, culture, history, wildlife and scenery play such important roles in our travel experiences, protecting and supporting these things should be at the heart of every tourism and travel organization, and every traveler.**

- **Travelife certification helps accommodation providers put sustainability at the heart of their business. In order for our system to be truly effective and impactful we invite our guests to take some simple actions too. Please read the Responsible Guest Guide, accessible via the QR code to find out how you can help to improve the impact of your travel. You can also access the information via the link '*https://staybetterplaces.com/responsible-travel/*'**

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ENVIRONMENTAL & SOCIAL ISSUES

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

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WATER
SAVING INITIATIVES

1. All staff are frequently trained to ensure the minimum use of water and to report any leakages while carrying out their daily chores
2. Water saving system for garden irrigation is implemented with weekly irrigation program
3. Water flow restrictors installed on all taps in guest rooms and public areas
4. Daily Maintenance checks are carried out, followed up and rectified immediately on faults and leeks
5. Information is provided in guest rooms and Business Room information board, website sustainability report, staff areas notice board for water saving measures and QR code for water saving measures.
6. Information cards are provided in all guest rooms for reusing towels and bed linen

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

LOUIS imperial beach

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

3

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

4

- ✓ Movement sensors placed where possible preventing lights from staying on in the absence of people.

2

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

5

- ✓ 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.

1

- ✓ 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.

6

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

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:

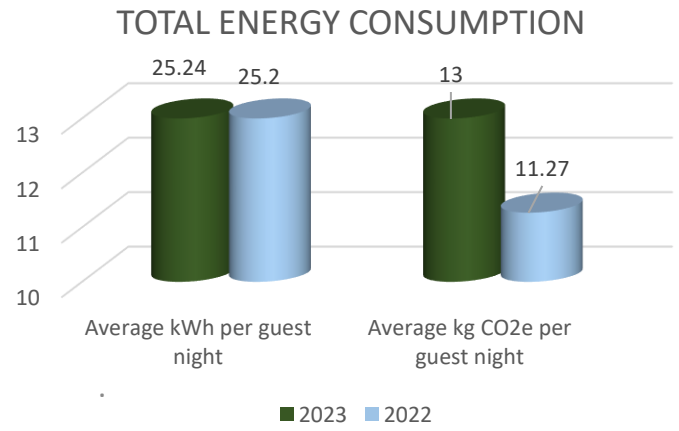
✓ Collecting cooking oil and disposing through an approved supplier
✓ Vinegar is used for cleaning kettles and cutlery

ENERGY CONSUMPTION COMPARISON

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark year
Energy						
	Mains electricity and Gas (kWh)	1,894,178.00	1,492,806.00	26.89	1,492,806.00	26.89
	Mains Electricity (kg CO_2e)	1,288,401.23	1,025,856.28	25.59	1,025,856.28	25.59
	Fuels measured by weight (kWh)	0.00	0.00	0.00	0.00	0.00
	Fuels measured by weight (kg CO_2e)	0.00	0.00	0.00	0.00	0.00
	Fuels measured by liquid (kWh)	1,141,012.48	1,816,177.95	-37.18	1,816,177.95	-37.18
	Fuels measured by liquid (kg CO_2e)	281,588.91	454,448.38	-38.04	454,448.38	-38.04
	Total Kilowatt Hours (kWh)	3,035,190.48	3,308,983.95	-8.27	3,308,983.95	-8.27
	Ave kWh Per Guest Night	25.24	25.20	0.16	25.20	0.16
	Total Energy Emissions (kg CO_2e)	1,569,990.14	1,480,304.66	6.06	1,480,304.66	6.06

Results

n 2023, total energy emissions increased by 6.1% compared to 2022, primarily driven by a 25.6% rise in emissions from mains electricity, reflecting higher electricity consumption due to increased operational demands or fewer energy-saving measures. Conversely, emissions from liquid fuels decreased significantly by 38%, suggesting improved efficiency in their usage. While gains were made in reducing specific fuel-based emissions, the increased reliance on mains electricity had a substantial impact on the total emissions, indicating a need for strategies to manage electricity consumption or incorporate renewable energy sources to mitigate overall emissions. Some of it can be explained by decrease of occupancies in 2023 by -8.46%. On the table pwe can see that the CO2 emissions caused by liquid fuels (i.e. LPG and red petrol) have actually decreased from last year -37.18%. This implies that electricity consumption was the one which factored more in our total energy emissions increase.



Recommended improvements

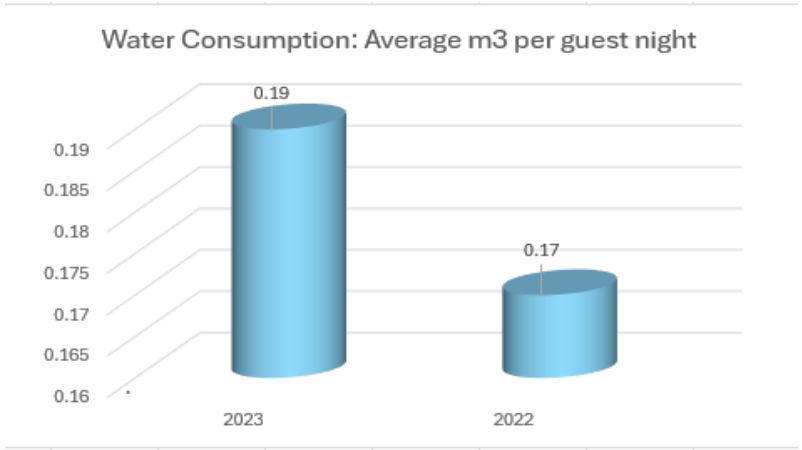
In order to achieve our goal of reducing our energy greenhouse gas emissions by 25% before 2028, we will need to make significant annual reductions to energy consumption. Good progress could be made in the coming year by carrying out more frequent checks that door sensors work accordingly to turn off air-conditioning while making sure that we maintain correct air-conditioning temperatures to limit the usage of the usage as much as possible. With air-conditioning accounting for a large portion of our overall electricity consumption, this will have a meaningful impact on reducing emissions. Moreover, developing a plan to replace boilers with newer and more sufficient models will result in lower fuel consumption. As for the gas usage, it can be more effectively controlled by frequent inspections of leaks from pipes and equipment and through monitoring of the gas leak sensors for their correct operation.

WATER CONSUMPTION COMPARISON

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark year
Water						
	Mains Water (m^3)	42,163.00	44,171.00	-4.55	44,171.00	-4.55
	Ave. consumption per guest night (m^3)	0.19	0.17	11.76	0.17	11.76
	Water sourced directly (m^3)	0.00	0.00	0.00	0.00	0.00
	Mains Water (kg CO_2e)	6,282.29	6,581.48	-4.55	6,581.48	-4.55
	Wastewater (m^3)	337.00	0.00	0.00	0.00	0.00
	Wastewater (kg CO_2e)	91.66	0.00	0.00	0.00	0.00
	Total Water Emissions (kg CO_2e)	6,373.95	6,581.48	-3.15	6,581.48	-3.15

Results

In 2023, total water consumption decreased by 4.6% compared to 2022, dropping from 44,171 cubic meters to 42,163 cubic meters. This reduction suggests that water-saving measures were effectively implemented or that operational efficiencies helped to lower water usage. This trend reflects a positive shift toward resource conservation, which supports sustainability goals while potentially reducing operational costs associated with water consumption. The total water emissions show a -3.15% decrease. The average consumption per quest night was increased 11.76%.



Recommended improvements

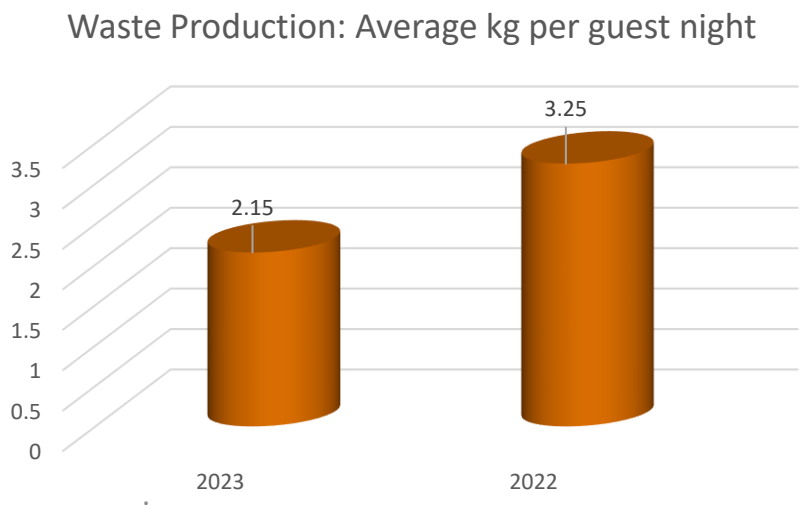
In order to achieve our goal of reducing water consumption by 5% before the end of 2026, reductions will need to be made starting from the next year. It is recommended that we focus on guest rooms that account for the largest portion of water use. Water savings will be done at guests rooms by better controlling the water flow using flow restrictors and by reminding the housekeeping staff to carry out more frequent checks for leaks (e.g. toilet, bathroom) and quickly report them to the maintenance staff. Also, we should continue effectively informing the customers on the importance of saving water with information on notice boards and labels in the rooms.

WASTE PRODUCTION COMPARISON

Solid Waste Disposal	Total kg	Average kg per guest night	Total kg CO_2e	Average kg CO_2e per guest night
2023	258,470	2.15	88,165.67	0.73
2022	274,181	3.25	82,141.62	0.62

Results

In 2023 the total solid waste disposal decreased from 274,181 kg in 2022 to 258,470 kg, reflecting a reduction in waste generation. The average waste per guest night also dropped from 3.25 kg to 2.15 kg, indicating improved waste efficiency relative to occupancy. However, total CO_2 emissions from waste rose slightly from 82,142 kg CO_2e to 88,166 kg CO_2e, with an increase in emissions per guest night from 0.62 kg CO_2e to 0.73 kg CO_2e. This suggests that, despite reduced waste volume, the waste's composition or disposal methods may have led to higher per-unit emissions. However, further measures and actions should be taken to reduce our greenhouse gas emissions caused by waste, especially landfill waste. The recommended improvements seen below can be examined in a detailed format in our sustainability action plan

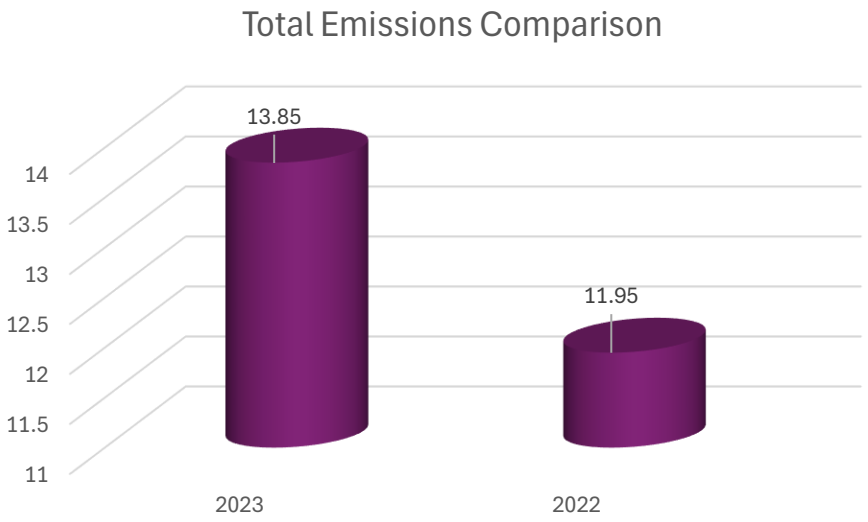


Recommended improvements

Significant reductions in solid waste emissions will be required in order to meet our 2028 greenhouse gas emissions goal. The proposed new sustainability action plan for 2024 includes a number of items designed to address this, including purchasing raw materials in large quantities and informing suppliers to supply products in large packages, better planning in the kitchen according to the occupancy of the hotel and Staff training on collection and recycling issues.

TOTAL EMISSIONS COMPARISON

Total emissions	Total kg CO_2e	Average kg CO_2e per guest night
2023	1,664,529.76	13.85
2022	1,569,027.75	11.95



Results

In 2023, total emissions increased to 1,664,530 kg CO_2e from 1,569,028 kg CO_2e in 2022, reflecting a growth in the overall carbon footprint. Additionally, the average emissions per guest night rose from 11.95 kg CO_2e in 2022 to 13.85 kg CO_2e in 2023. This indicates a higher per-capita emissions rate, suggesting increased resource use or changes in operations that led to higher carbon intensity per guest.

Recommended improvements

In addition to the actions described under the energy, water and waste sections above, it is recommended that we develop and implement a communications campaign that better engages staff and guests in supporting our work to reduce emissions. This has been added as a task to the 2026 sustainability action plan.

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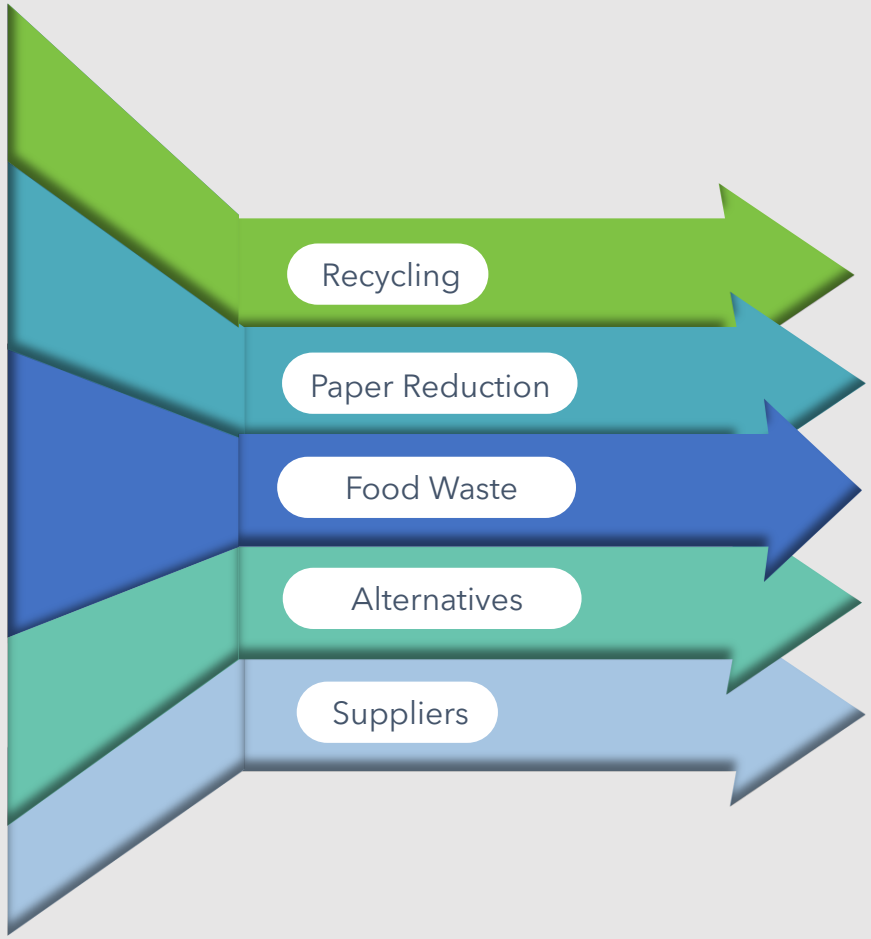
REDUCING AND MINIMISING WASTE



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

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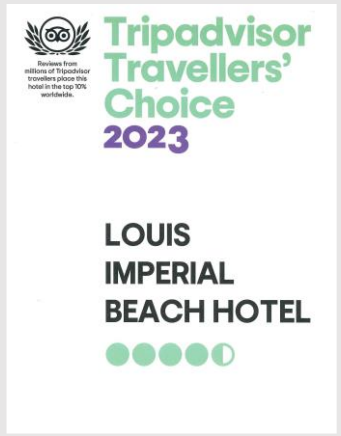
CERTIFICATIONS & AWARDS

- ✓ TRAVELIFE CERTIFICATION 2022
- ✓ EN ISO 9001:2015
- ✓ EN ISO 22000:2018
- ✓ GREEN KEY 2022,2023,2024



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%
2022	54%	46%	42%
2023	57%	43%	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	HRS	STAFF ATT.	TOTAL HRS
1	**FRONT OFFICE**	Environmental Issues	4	9	36
2	**HOUSEKEEPING**	Environmental Issues	4	19	76
3	**RESTAURANT**	Environmental Issues	4	19	76
4	**BARS**	Environmental Issues	4	15	60
5	**MAINTENANCE**	Environmental Issues	4	11	44
6	**ADMIN & ACCOUNTS**	Environmental Issues	4	10	40
7	**KITCHEN**	Environmental Issues	4	20	80
					412

- Travelife Requirements
- Louis Hotels Policies
- Environmental & H.&S. issues
- Human Rights, discrimination, code of conduct
- Children rights & Protection
- Waste & Recycling Management

4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

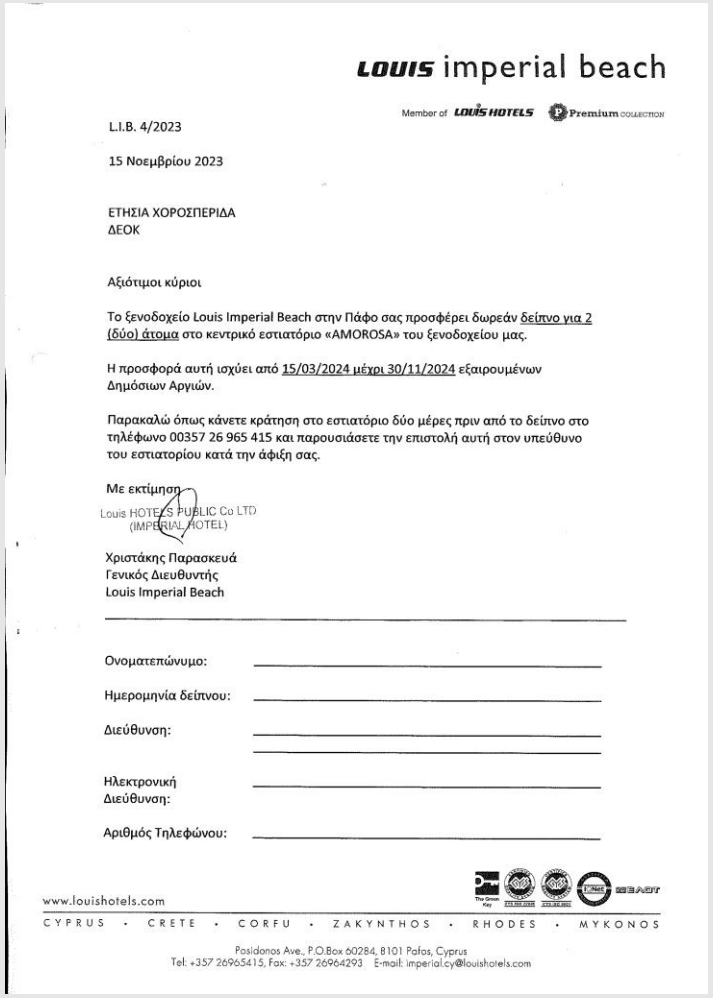
COMMUNITY ACTIVITIES

- Blood Donation
- Cleaning of the beach area in front of the hotel
- Organize party for staff and associates

4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

COMMUNITY ACTIVITIES

- Donate pillows to Paphos General Hospital
- Donate Meals to Different companies/ organizations
- Different themes local community (once a week we have Cyprus Night Buffet and Cypriot dancing show)



LOUIS imperial beach

Member of LOUIS HOTELS Premium COLLECTION

L.I.B. 4/2023

15 Νοεμβρίου 2023

ΕΤΗΣΙΑ ΧΟΡΟΣΠΕΡΙΔΑ
ΔΕΟΚ

Αξιότιμοι κύριοι

Το ξενοδοχείο Louis Imperial Beach στην Πάφο σας προσφέρει δωρεάν δείπνο για 2 (δύο) άτομα στο κεντρικό εστιατόριο «AMOROSA» του ξενοδοχείου μας.

Η προσφορά αυτή ισχύει από 15/03/2024 μέχρι 30/11/2024 εξαιρουμένων Δημόσιων Αργιών.

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

Ονοματεπώνυμο: _____

Ημερομηνία δείπνου: _____

Διεύθυνση: _____

_____

Ηλεκτρονική Διεύθυνση: _____

Αριθμός Τηλεφώνου: _____

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Donate Meals

Donate pillows to Paphos General Hospital

Appendix

Table showing our Performance Report comparing our performance between the years 2023 and 2022, extracted from Travelife's EPIT platform

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark year
Summary						
	Total energy (kWh)	3,035,190.48	3,308,983.95	-8.27	3,308,983.95	-8.27
	Total water consumption (m^3)	42,163.00	44,171.00	-4.55	44,171.00	-4.55
	Total solid waste (kg)	258,470.00	274,181.00	-5.73	274,181.00	-5.73
	Total Emissions (kg CO_2e)	1,664,529.76	1,569,027.75	6.09	1,569,027.75	6.09
	Total Net Emissions (kg CO_2e)	0.00	0.00	0.00	0.00	0.00
	Actual Guest Nights	120,202.00	131,305.00	-8.46	131,305.00	-8.46
	Ave. emissions per guest night (kg CO_2e)	13.85	11.95	15.90	11.95	15.90
	Ave. emissions per m2 GFA (kg CO_2e)	7.83	88.60	-91.16	88.60	-91.16
	Scope 1 emissions kg CO_2e	281,588.92	454,448.38	-38.04	454,448.38	-38.04
	Scope 2 emissions kg CO_2e	1,288,401.24	1,025,856.28	25.59	1,025,856.28	25.59
	Scope 3 emissions kg CO_2e	94,539.62	88,723.10	6.56	88,723.10	6.56
	Environmentally hazardous substances (kg)	10,711.26	9,326.85	14.84	9,326.85	14.84
	Environmentally hazardous substances (l)	13,291.17	14,857.90	-10.54	14,857.90	-10.54
	High emission food purchased (kg)	69,693.33	96,163.50	-27.53	96,163.50	-27.53
	High emission food purchased (l)	28,257.94	41,558.42	-32.00	41,558.42	-32.00
	Single Use Plastics items purchased	827,380.00	846,771.00	-2.29	846,771.00	-2.29
Energy						
	Mains electricity and Gas (kWh)	1,894,178.00	1,492,806.00	26.89	1,492,806.00	26.89
	Mains Electricity (kg CO_2e)	1,288,401.23	1,025,856.28	25.59	1,025,856.28	25.59
	Fuels measured by weight (kWh)	0.00	0.00	0.00	0.00	0.00
	Fuels measured by weight (kg CO_2e)	0.00	0.00	0.00	0.00	0.00
	Fuels measured by liquid (kWh)	1,141,012.48	1,816,177.95	-37.18	1,816,177.95	-37.18
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Appendix (continued)

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	% change from benchmark year
Water						
	Mains Water (m^3)	42,163.00	44,171.00	-4.55	44,171.00	-4.55
	Ave. consumption per guest night (m^3)	0.19	0.17	11.76	0.17	11.76
	Water sourced directly (m^3)	0.00	0.00	0.00	0.00	0.00
	Mains Water (kg CO_2e)	6,282.29	6,581.48	-4.55	6,581.48	-4.55
	Wastewater (m^3)	337.00	0.00	0.00	0.00	0.00
	Wastewater (kg CO_2e)	91.66	0.00	0.00	0.00	0.00
	Total Water Emissions (kg CO_2e)	6,373.95	6,581.48	-3.15	6,581.48	-3.15
Waste						
	Composted (Kg CO_2e)	0.00	0.00	0.00	0.00	0.00
	Incinerated (Kg CO_2e)	0.00	0.00	0.00	0.00	0.00
	Landfill (Kg CO_2e)	85,568.44	78,986.25	8.33	78,986.25	8.33
	Recycled Waste Emissions (kg CO_2e)	2,597.23	3,155.37	-17.69	3,155.37	-17.69
	Unknown disposal method (kg CO_2e)	0.00	0.00	0.00	0.00	0.00
	General construction waste (any disposal method) (Kg CO_2e)	0.00	0.00	0.00	0.00	0.00
	Total Solid Waste emissions (Kg CO_2e)	88,165.67	82,141.62	7.33	82,141.62	7.33
Procurement						
	Environmentally hazardous substances (l)	13,291.17	14,857.90	-10.54	14,857.90	-10.54
	Environmentally hazardous substances (kg)	10,711.26	9,326.85	14.84	9,326.85	14.84
	Single Use Plastics (No. of items)	827,380.00	846,771.00	-2.29	846,771.00	-2.29
	Total Meat (kg)	35,425.39	56,374.52	-37.16	56,374.52	-37.16
	Total Dairy (l)	28,257.94	41,558.42	-32.00	41,558.42	-32.00
	Total Dairy (kg)	26,152.34	27,389.60	-4.52	27,389.60	-4.52
	Total Fish (kg)	8,115.60	12,399.38	-34.55	12,399.38	-34.55

LOUIS imperial beach

ENVIRONMENTAL GOALS

The Louis Imperial Beach has set the following reduction/savings targets :

- **Reduction of electricity consumption by 6%**
- **Reduction of fuel oil consumption by 0.5%**
- **Reduction of greenhouse gas emissions from energy by 5%.**
- **Reduction of greenhouse gas emissions from LPG by 0.5%.**
- **Reduction of greenhouse gas emissions from waste by 5%.**
- **Reduction of single-use plastic purchasing by 40%.**
- **Reduction of mains water consumption by 3%**
- **Increase of recyclable solid waste quantities by 5%**
- **Μείωση των συνολικών εκπομπών CO_2e (kg) κατά 10%**

It is everyone's responsibility to achieve and further improve the above targets!

We invite all our Stakeholders for their support to assist us to achieve our sustainability goals.

THANK YOU!

LOUIS imperial beach

Approved by: Christakis Paraskeva
General Manager