

LOUIS PAPHOS BREEZE SUSTAINABILITY REPORT

REPORTING PERIOD: 2021-2023

**Prepared and reviewed by:
Operations Manager Sergios Sergiou**





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 PAPHOS BREEZE, Cyprus

Located in the green landscape of Chloraka, Paphos overlooking the Mediterranean, the hotel's scenic setting creates a sanctuary where guests can retreat, relax and reset the balance of body and mind. The beaches, places of interest and entertainment hot spots in the resort centre and across the district are easily accessible.

Louis Paphos Breeze is on the sea front. We provide for our guests a free shuttle bus to Kings Avenue shopping mall and the harbour (excluding Wednesdays and Sundays)

The 4 Star Plus Premium All Inclusive Louis Paphos Breeze consists of 144 rooms, all designed to make the most of their stunning natural surroundings and generate an atmosphere of complete harmony. Breathtaking Mediterranean vistas are complemented by chic décor based on natural textures and a soothing colour palette inspired by the sea.





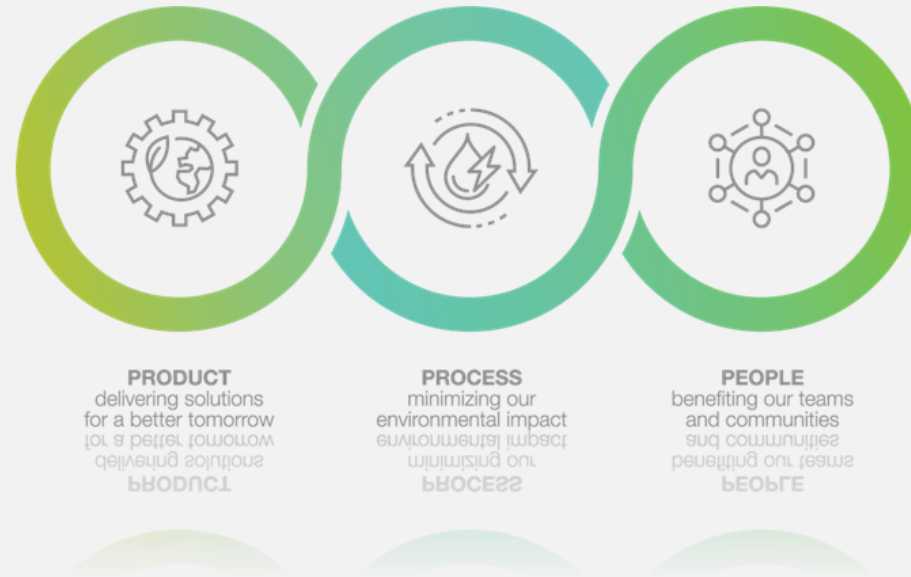
As a Louis Premium-Inclusive hotel, Louis Paphos Breeze takes the All-Inclusive experience to a higher level with the addition of premium extras, such as imported alcoholic drinks, additional dining options, the speciality Greek restaurant 'Meze by Elliniko', and VIP guest services. The Local Breakfast programme focuses on the authentic flavours of fresh Cypriot produce and wholesome Mediterranean ingredients.

Two outdoor pools with separate children's pool and a Kids Club with full activities programme – that's just the beginning. Outdoor yoga sessions, cycling and jogging trails, and a Spa & Fitness Centre with indoor pool add a valuable dimension of wellness to every holiday.

LOUIS paphos breeze

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”.



Travelife



Accommodation Sustainability

It is well understood to the Management of LOUIS PAPHOS BREEZE the necessity to implement a sustainable action plan in order:

- to create happy faces in a happy place,
- to reduce the environmental impact from its activities,
- to adapt to the socio – economic fast changes and contribute to the local community,
- to create health and safety, fair and pleasant work environment and finally

For the above purposes Louis Paphos Breeze is member of Cyprus Sustainable Tourism Initiative and implement the Travelife Sustainable system.

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 council of Chloraka Municipality & the Water Development Department.

WATER SAVING INITIATIVES



All staff are frequently trained to ensure the minimum use of water and to report any leakages while carrying out their daily chores.



Water saving system for garden irrigation is implemented with weekly irrigation program.



Water flow is regulated by the Maintenance team in order to be with the accepted limit.



Information cards are provided in all guest rooms for reusing towels. Pool towels are replenished every 72 hours.



Information is provided on Information Boards, Lobby area, staff areas and website.



Daily Maintenance checks are carried out, followed up and rectified immediately on faults and leaks.

WATER QUALITY

High water quality is ensured by the following actions:

1. Microbiological pool water analysis is carried out on a monthly basis.
2. Chemical pool water analysis is carried out one a year.
3. pH and other parameters are being checked daily in all swimming pools and are regulated manually in accordance with supplier instructions.
4. Microbiological analysis of potable water.
5. Legionella analysis is carried out twice a year.

Irrigation:

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

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 Kitchen Department.



ENERGY SAVING INITIATIVES

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

1

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

2

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

3

4

- An automatic timer switch has been installed in our outdoor areas. The timers changed depending on the month and daylight saving.

5

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

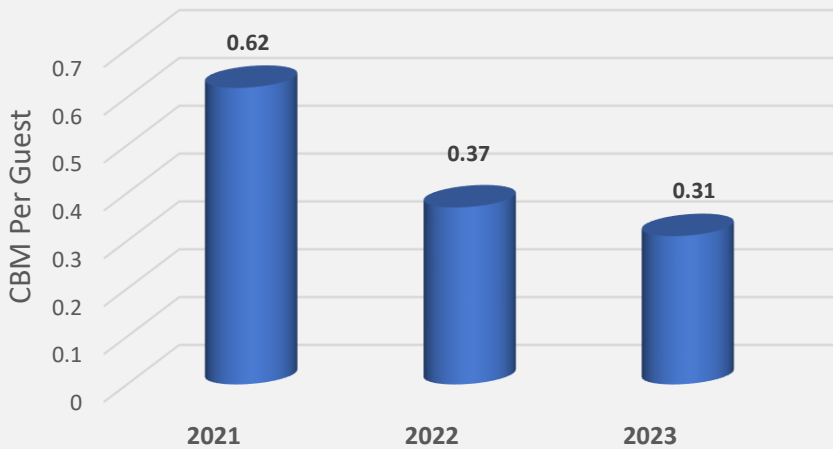
6

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



WATER CONSUMPTION COMPARISON

WATER CONSUMPTION



	2021	2022	2023
Water Consumption (M ³ PPPD)	0.62	0.37	0.31
	KPI 2019 - 2021	KPI 2021 - 2022	KPI 2022 - 2023
		0.60	0.36

Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

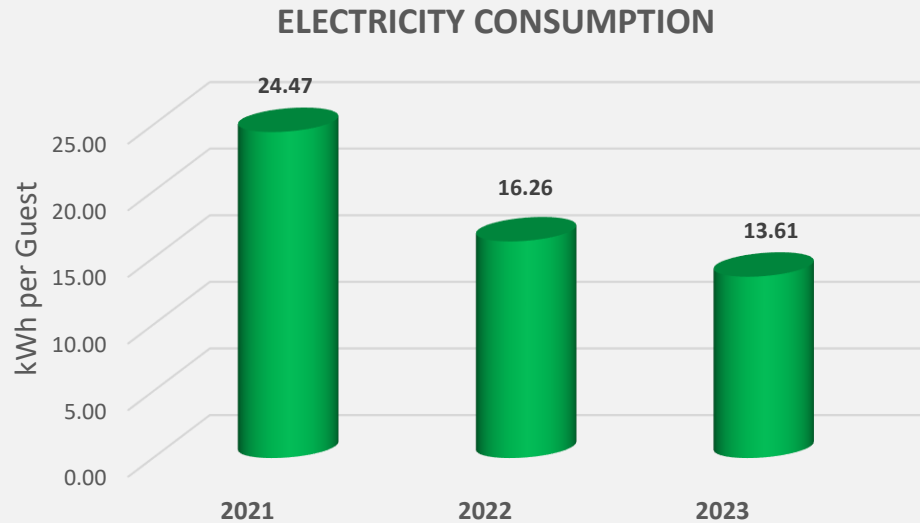
2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Water Consumption:

- 2021:** 5,938 m³
- 2022:** 3,433 m³
- 2023:** 2,532 m³

ELECTRICITY CONSUMPTION COMPARISON



	2021	2022	2023
ELECTRICITY CONSUMPTION (KWH PPPD)	24.47	16.26	13.61
		KPI 2021 - 2022	KPI 2022 - 2023
		23.98	15.93

Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Electricity Consumption:

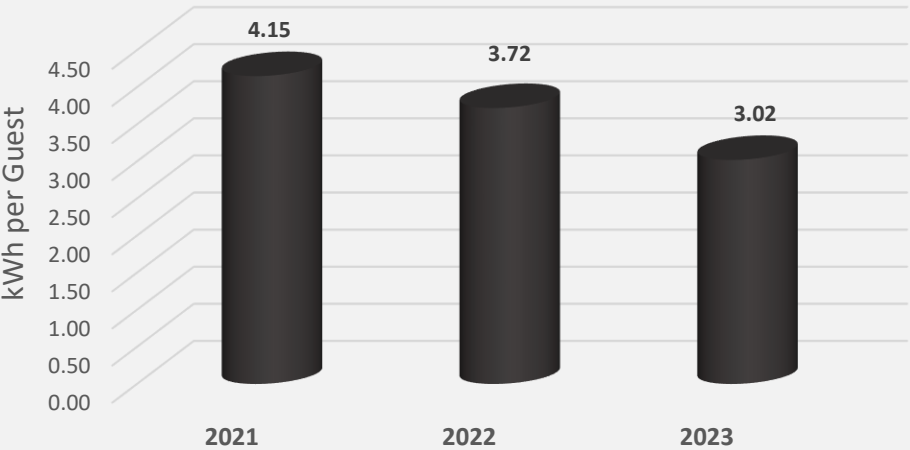
2021: 708,796 kWh

2022: 1,139,757 kWh

2023: 1,038,780 kWh

FUEL CONSUMPTION COMPARISON

FUEL CONSUMPTION



	2021	2022	2023
FUEL CONSUMPTION (KWH PPPD)	4.15	3.72	3.02
		KPI 2021 - 2022	KPI 2022 - 2023
		4.07	3.65

Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

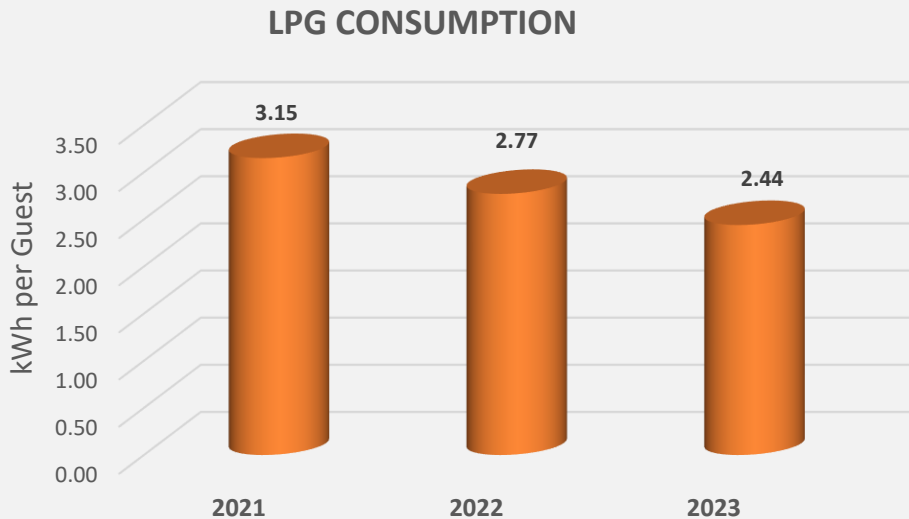
Total Fuel Consumption:

2021: 120,624 kWh

2022: 260,662 kWh

2023: 230,477 kWh

LPG CONSUMPTION COMPARISON



	2021	2022	2023
LPG CONSUMPTION (KWH PPPD)	3.15	2.77	2.44
		KPI 2021 - 2022 3.09	KPI 2022 - 2023 2.71

Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Gas Consumption:

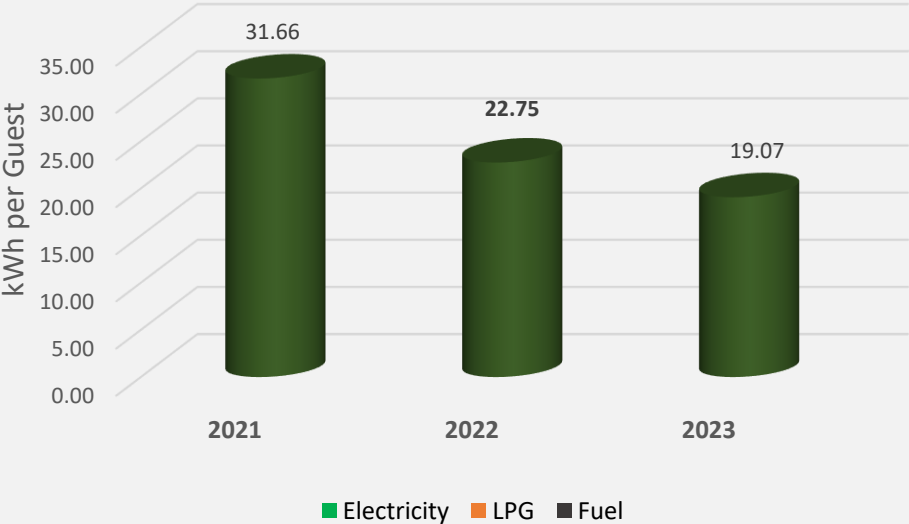
2021: 91,626 kWh

2022: 193,946 kWh

2023: 186,093 kWh

TOTAL ENERGY CONSUMPTION COMPARISON

TOTAL ENERGY CONSUMPTION



	2021	2022	2023
TOTAL ENERGY CONSUMPTION (KWH PPPD)	31.66	22.75	19.07
		KPI 2021 - 2022	KPI 2022 - 2023
		31.03	22.30

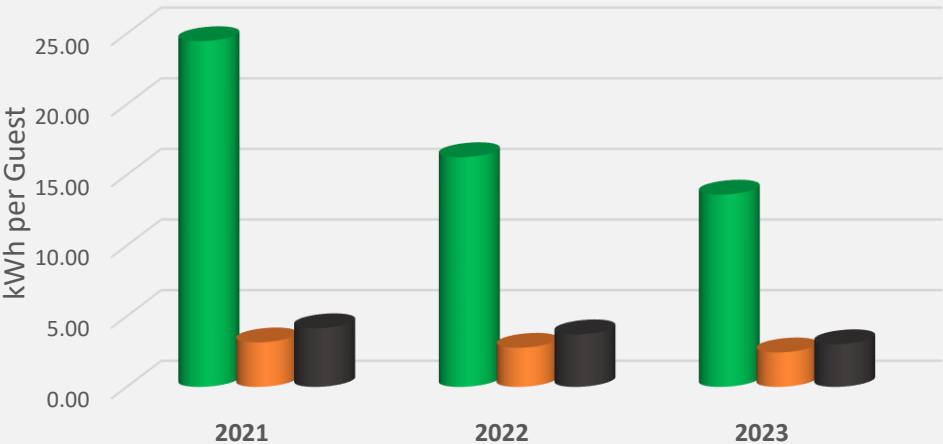
Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

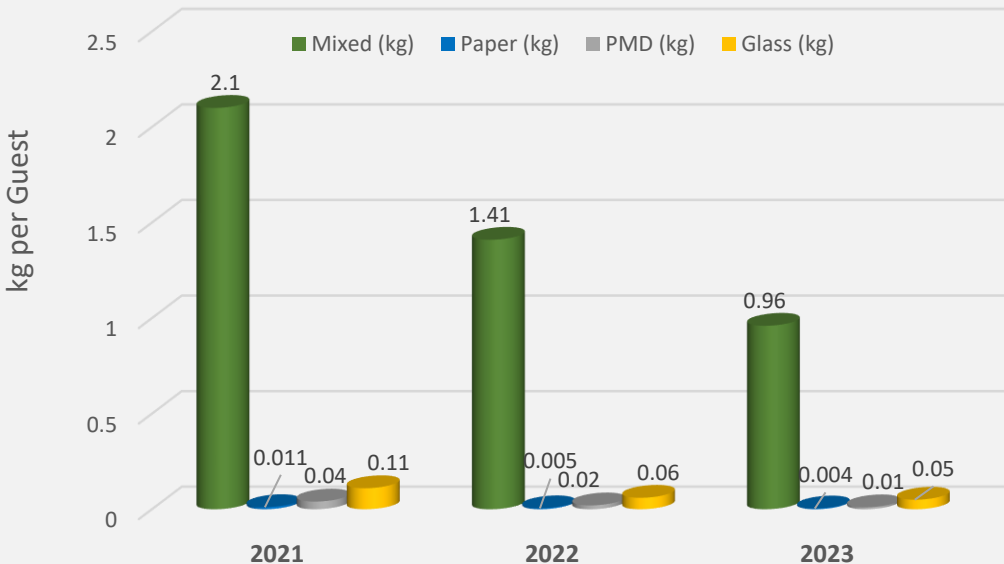
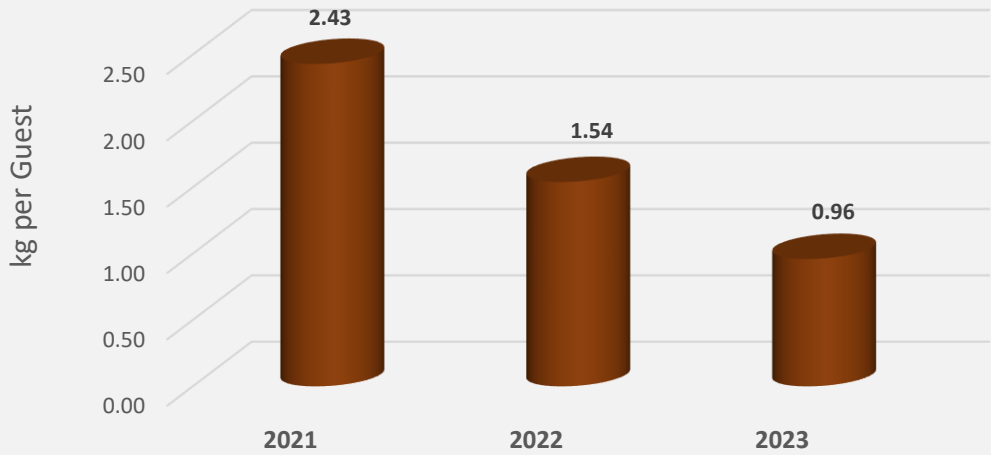
Total Energy Consumption:

- 2021:** 921,047 kWh
- 2022:** 1,594,365 kWh
- 2023:** 1,455,350 kWh



WASTE PRODUCTION COMPARISON

WASTE PRODUCTION



	2021	2022	2023
SOLID WASTE PRODUCTION (kg PPPD)	2.43	1.54	0.96
KPI 2021 - 2022		2.38	
KPI 2022 - 2023			1.51

Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Waste production (Not-hazardous):

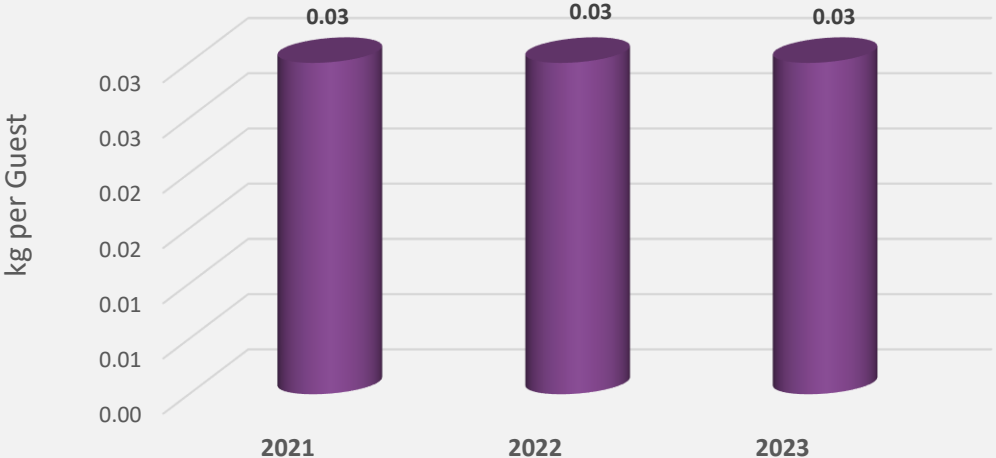
2021: 70.61 tons

2022: 107.81 tons

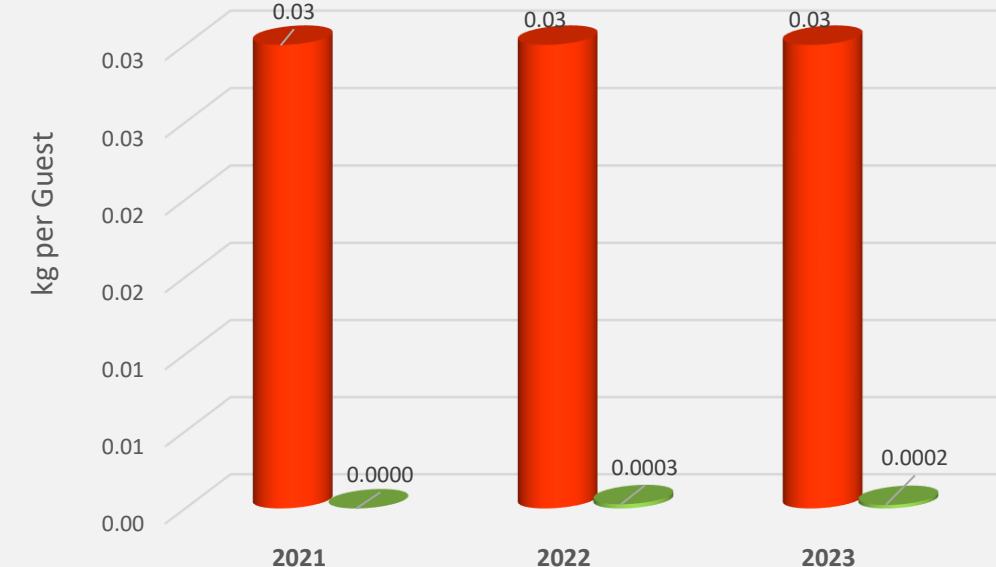
2023: 73.07 tons

HAZARDOUS WASTE RECYCLING COMPARISON

HAZARDOUS WASTE RECYCLING



UCO (kg) Batteries (kg)



	2021	2022	2023
HAZARDOUS WASTE RECYCLING (kg PPPD)	0.03	0.03	0.03
		KPI 2021 - 2022	KPI 2022 - 2023
		0.03	0.03

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

Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total UCO Recycled:

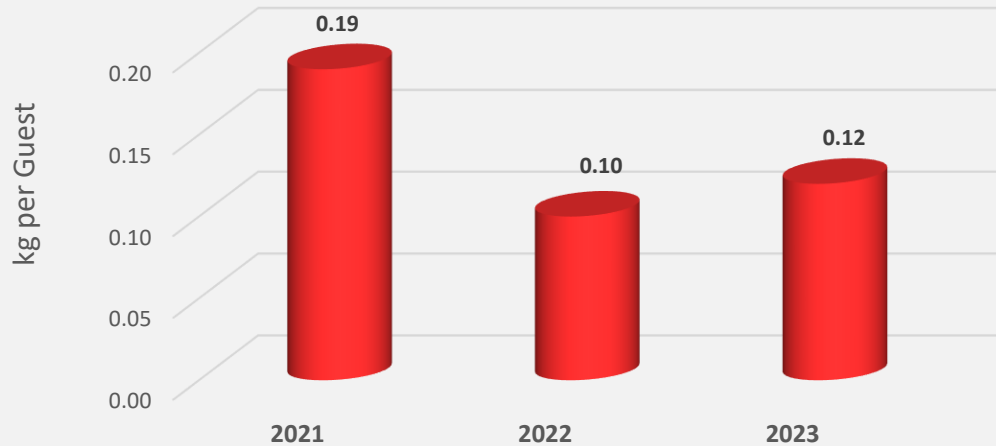
2021: 880 kg
 2022: 2220 kg
 2023: 2170 kg

Total Batteries Recycled:

2021: 0 kg
 2022: 19 kg
 2023: 15 kg

CHEMICALS CONSUMPTION COMPARISON

TOTAL CHEMICALS CONSUMPTION



	2021	2022	2023
TOTAL CHEMICALS CONSUMPTION (kg PPPD)	0.19	0.10	0.12
	KPI 2019 - 2021	KPI 2021 - 2022	KPI 2022 - 2023
	0.13	0.18	0.09

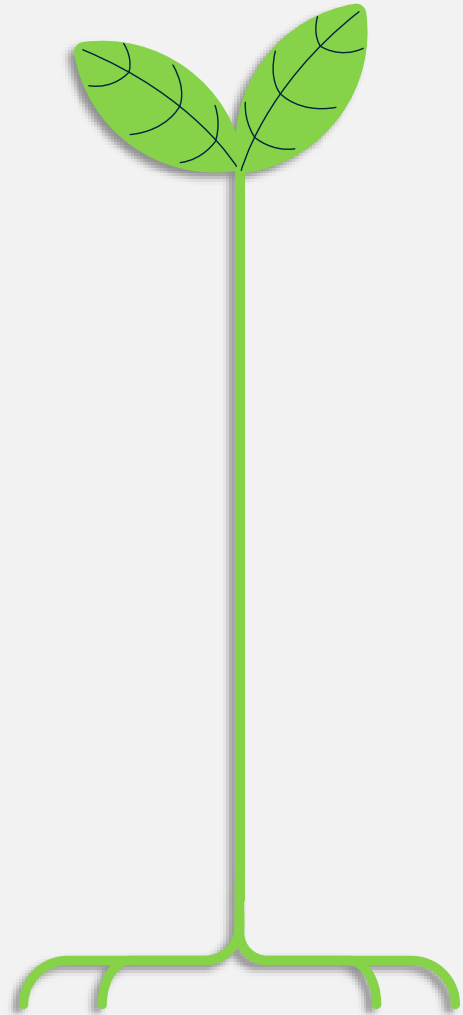
Our targets have been met for the reporting period 2021 - 2023. Because of the pandemic, the hotel was closed for the period of:

2021: January, February, March, April

Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Chemicals Consumption:

- 2021:** 5,387 kg
- 2022:** 7,105 kg
- 2023:** 3,823 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



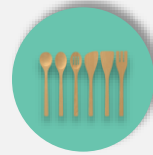
Recycling

- Glass
- Paper
- Cardboard
- Plastic
- Batteries
- Metal
- Lamps
- Electric devices
- Used cooked oil



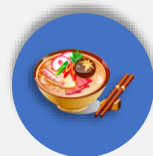
Paper Reduction

- Limiting printing amounts
- Using double sided paper
- Avoiding printing in colour.
- Extensive use of emails for messaging



SUP Alternatives

- Reusable polycarbonate cups, paper straws, paper bags and wooden cutlery.
- Reusable porcelain containers for salt and pepper.



Food Waste

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



Suppliers

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

CERTIFICATIONS & AWARDS

- The hotel received the Certificate of Excellence from TripAdvisor for 2023, 2023, 2022, 2021, 2019. It is also recommended on Holiday Check for 2019.
- HotelsCombined Recognition of excellence 2023.
- It also received a 9 out of 10 from travelers by booking.com in 2023 and the British Airways Customer Excellence Award 2022.





Outcome of 2023 & Objectives for 2024

- Target Analysis 2021-2022-2023

Targets and goals for 2023

Environmental targets and goals for 2023	
1	Decrease energy consumption by 2% compared to 2022.
2	Decrease water consumption by 3% compared to 2022.
3	Decrease recycling of waste materials by 2% compared to 2022.
4	Decrease the use of chemicals by 6% compared to 2022.

Actual performance

Total energy consumption			
Indicator	2021	2022	2023
kWh/guest night	31.66	22.75	19.07

Water consumption			
Indicator	2021	2022	2023
(CBM / guest night)	0.62	0.37	0.31

Waste Production			
Indicator	2021	2022	2023
kg/guest night	2.43	1.54	0.96

Chemical Consumption			
Indicator	2021	2022	2023
Kg/guest night	0.19	0.10	0.12

Objectives and Outcome for 2023

YEARLY OBJECTIVES

#	WHAT IS THE OBJECTIVE?	Performance	OUTCOME
1	Reduce energy consumption below 22.30 kWh per guest night	19.07 Kwh per guest night	Achieved
2	Reduce water consumption below 0.36 m ³ per guest night	0.31 m ³ per guest night	Achieved
3	Reduce waste below 1.51 kg per guest night	0.31 Kg per guest night	Achieved
4	Reduce chemicals consumption below 0.94 kg per guest night	0.120 kg per guest night	Not Achieved *
5	Get more involved with the local Community.	<ul style="list-style-type: none"> • Cyprus Nights with music and dance show. • Cyprus breakfast corner. • Management cocktail party with local drinks. • Local lemonade and fruits as welcome. • Assisted charities, employees or local residents in need. 	Achieved

* We need to set new targets for 2024 to reduce chemical consumption

Actions to Achieve the Targets 2024

Decrease electricity consumption by 25% compared to 2023

- Continue using Led lamps
- New energy efficient equipment
- Signs “Switch off policy” & inspection
- More motion sensors that close automatically
- Checking that door sensors work accordingly to turn off air-conditioning
- Start equipment at the right time – not earlier
- Maintaining correct air conditioning temperatures

Actions to Achieve the Targets 2024

Decrease gas consumption by 25% compared to 2023

- Gas reduction: turn on the equipment at the right time, not before the work has started
- Inspection of gas leak sensors
- Inspection for leakage by Maintenance department.

Actions to Achieve the Targets 2024

Decrease water consumption by 2% compared to 2023

- Install and control water flow restrictors
- Check for leaks – visual check e.g., from maids in the rooms
- Daily recording of water consumption by the Maintenance department
- Informing customers to save water e.g. business room notice board, labels in the rooms

Actions to Achieve the Targets 2024

Decrease solid waste materials by 10% compared to 2023

RECYCLING (PAPER, PMD, GLASS)

- Staff training on collection and recycling issues
- Send messages, e-mails to save paper
- All documents to be printed back & forth to save paper
- Purchase of raw materials in large quantities – informing suppliers to purchase products in large packages
- Eliminate plastic bottles and use filter coolers
- Encouragement to not use materials such as plastic bottles, plastic cutlery

Actions to Achieve the Targets 2024

Decrease organic waste materials by 10% compared to 2023

- Reduction of organic waste
- Better planning in the kitchen according to the occupancy of the hotel
- Cook at the same time according to needs and consumption
- Anything left over from the buffet is consumed by the staff reducing waste

Actions to Achieve the Targets 2024

Decrease the use of chemicals by 2% compared to 2023

- Staff training on correct dosage and use of chemicals
- COSHH analysis, assess the risk of chemicals and take appropriate measures
- Cooperation with licensed external partners for hazardous waste removal e.g. oils.

Actions to Achieve the Targets 2024

Engage in more community activities

- Participate in the World tourism Day
- Participate in Beach clean-ups
- Organise employee trips
- Organise Cyprus Nights with different local themes

SOCIAL RESPONSIBILITY & COMMUNITY



4) SEMINARS / IN-HOUSE TRAININGS

A/A	DPT	TRAINING	2023	STAFF ATT.	TOTAL HRS
1	FRONT OFFICE	Environmental Issues	4	30 min	2 hours
2	RECEPTION	Environmental Issues	8	30 min	4 hours
3	HOUSEKEEPING	Environmental Issues	14	30 min	7 hours
4	RESTAURANT	Environmental Issues	13	30 min	6.5 hours
5	KITCHEN	Environmental Issues	12	30 min	6 hours
6	BARS	Environmental Issues	12	30 min	6 hours
7	POOL LIFEGUARD	Environmental Issues	4	30 min	2 hours
8	MAINTENANCE	Environmental Issues	6	30 min	3 hours
9	STORE	Environmental Issues	2	30 min	1 hours
10	ACCOUNT	Environmental Issues	4	30 min	2 hours
					Total 39.5

1) ENGAGEMENT: Supporting local organizations

ENGAGEMENT

- Member of CSTI: Cyprus Sustainability Tourism Initiative
- Louis Paphos Breeze is committed to keep the beach near the hotel free of plastic by organizing beach clean-ups.

- 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

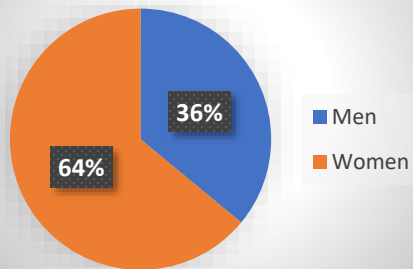


2) EMPLOYEES: Employee involvement and equality

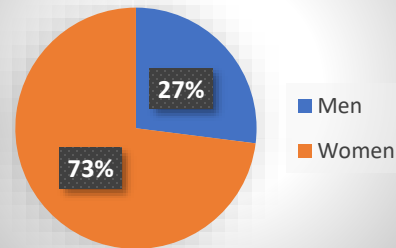
EMPLOYEES

YEAR	FEMALES	MALES	LOCALS
2021	64%	36%	64%
2022	73%	27%	74%
2023	66%	34%	77%

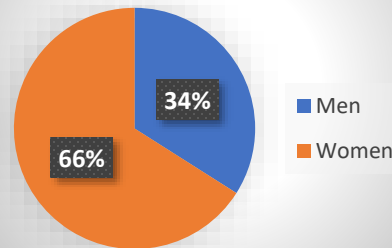
2021



2022



2023



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

LOUIS paphos breeze

THANK YOU!

Date: 15/11/2023

Approval: Makis Christofi

Signature: **M.CHRISTOFI**