

SUSTAINABILITY REPORT

2020-2021



APRIL 2022

AMATHINA LUXURY HOTELS LTD

Authored by: Hotel Operations Team



Introduction

Foreword

At present, Amathus Beach Hotel is a luxury design hotel, located in Limassol, Cyprus and a proud member of one of the most prestigious organizations, The Leading Hotels of the World. Our main goal is to provide a fabulous range of state-of-the-art facilities, top-notch services, an awarded spa and luxury accommodation, while ensuring that our human capital remains our most important asset and is treated with fairness and equity and respects the local community. The protection of the local environment, and our local tradition hold the first place on the way to achieving our main goals.

According to The United Nations' definition of sustainability, there are three individual dimensions that comprise together a sustainable policy. These are:

- The environmental dimension – planet: specific measures which lead to improving the environmental impact of the processes and products of the hotel and how these are regulated and executed.
- The social dimension – people: the way in which social equity and corporate governance are defined and followed within the hotel.
- The economic dimension – profit: the way in which the hotel establishes its place in the market to actively develop its sustainable profile by utilizing its economic stability and profitability for continuous improvement.

Andreas Georgiou
General Manager

***“One of the first conditions of happiness is that the link
between man and nature shall not be broken.”***

- Leo Tolstoy -

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Our Awards

- **Tripadvisor Travelers' Choice Award 2021 & 2022**
- **Tripadvisor Travelers' Choice Award 2017-2019**

- **'Sustainability Award by Diversey Care 2017'**
During the 44th EHMA (European Health Management Association) annual general meeting in Netherlands, in recognition of the hotel's outstanding long-term endeavors to protect and improve the environment.

- **Environment keeper – Gold award for 2016-2017**
Awarded by Cyprus Center for Environmental Research and Education

- **Green Hotel of The Year 2015**
Awarded during the European Hospitality Awards 2015

The environmental dimension

Amathus Beach Hotel is committed to sustainability policies and the implementation of proactive measures to help protect the environment for future generations. We recognize that as a hotel, our activities have an impact on the environment. We strive to minimize any detrimental effects as a result of our business. The opportunity to minimize environmental impact was exploited earlier than most businesses in Cyprus as we are the first hotel and one of the very few in Southern Europe with the introduction of an advanced central geo-exchange and heat recovery system that exploits seawater. The company takes specific action in order to contribute to the protection of the environment and the surrounding areas.

Management and staff

- Environmental policy in place
- Training on circular economy and environmental management best practices
- We choose suppliers who maintain environmentally friendly procedures

Energy and water consumption

At Amathus Beach Hotel we always record the energy and water consumption in order to keep the total Kwh consumption and water lit consumption to the lowest possible level while maintaining a high level of our available services.

By 2021 the total energy consumption was decreased by 35 kWh per guest night than the 2020 summer season. However, this difference is since total guests' nights increased by 325%. Our target for 2022 is to keep the energy consumption at the same level. However, whenever there are equipment replacement requirements, we will choose the most energy-efficient appliances and machinery following our main policy. The water consumption decreased in 2021, to 0.70 liters per guest night, from 1.35. Our target for 2022 is to keep the same level of water consumption as per our policy and further the application to educate our staff members and inform our guests about the efficient usage of the water.

Energy and water saving measures

- Water efficient filters and mixing taps in bathrooms
- Use of our geo exchange air-conditioning system, in combination with heat recovery, to produce hot water lowest energy consumption throughout the year
- Use of the reverse osmosis desalination plant, to provide potable water for the hotel, enough to cover all needs including guests' rooms, swimming pools, in-house usage, and the watering of 4000m² of gardens. The existing oil burners will only be used as a backup heating system.
- Since 2009, use of BMS- Building Management System which offers a centralized platform to manage: lights with a timing schedule and light sensors, engine rooms, desalination plant, HVAC systems, etc. It allows efficient energy and water consumption management will instantly notify regarding system/equipment failures and insight to identify damages
- Water flow restriction in accommodation caps and showers, toilet flushes, faucets, dishwashing machines, clothing washing machines etc.
- Automated time-managed irrigation system which is monitored daily by gardening staff
- Low energy light bulbs or led lights are used in all public areas, accommodation, and back-of-house areas.
- Public restrooms, corridors, basements, and staff areas are equipped with low energy consumption lighting in combination with infrared motion sensors.
- Accommodation is provided with smart TVs with low standby consumption and low energy refrigerators
- New equipment purchases are assessed based on their energy efficiency
- Regular maintenance & training of equipment at the beginning of each season towards efficient energy use
- Information towards our guests in order to save water/energy

The hotel has and will continue, without compromising guest comfort or Health and Safety, extent initiatives in high-capacity water-saving devices and procedures to minimize the overall water consumption.

Waste production and recycling

Waste management is one of the most crucial environment protection procedures to follow during the operation of Amathus Beach Hotel. With this in our mind, we educate all our staff members annually about the procedure which we follow regarding the produced waste, the separation of each type of waste product, and recycling. Furthermore, recycling bins are spread through the common areas and premises of our hotel, and guests are encouraged to recycle their waste. Even though waste management was implemented in 2016 no data were recorded, from 2018 onwards data are recorded with the total waste production of glass, metal, paper, plastic and cooked oil was 6.9% at 967 Kg. The target is set that during 2022-2023 we will achieve a reduction by at least 3% in comparison with 2021. We will do that with frequent training of our staff members and efficient guest notification on the benefits of recycling.

The hotel will minimize solid waste production in all areas of the hotel and encourage guests to join the recycling program. Specifically, it will:

- Minimize the use of paper and eliminate plastic for customers
- In most operational procedures move to digitization while providing alternate means to those unfamiliar with the technology
- Continue recycling paper, cardboard, glass, plastic, cooking oil, toner cartridges, fluorescent tubes, and batteries.
- Enhance current food waste management for further reuse, where possible
- Explore the opportunity to begin an organic composting unit.

Waste management and recycling

- Used oil & fats are collected
- Recycle bins for recycling batteries, plastic, glass, paper, toner cartridges
- We undertake efforts to limit or eliminate entirely the use of disposable products
- The limitation to the absolute minimum use of paper for internal communication and processes
- Orders in bulk where is possible
- Recycle bins are available to all the common areas of the hotel for our guests

Chemical consumption

The environment is affected by the usage of chemicals. At the Hotel, the usage of chemicals is limited and used only by specially trained staff members. During the two years of the Sars-Cov-2 Pandemic, all chemicals were assessed regarding their environmental impact and were replaced by alternative products friendlier to the environment. Our target for 2022-2023 is to keep the consumption at the same level and maintain as a criterion minimizing the environmental impact of new products' introduction. Training our staff members regarding the efficient usage of chemicals is part of our GBAC Star Accreditation- an infectious disease prevention standard, along with bio-hazard waste disposal management.

Chemical management

- Ensure safe use and disposal of all chemicals that are already in use.
- We apply environmental criteria when purchasing cleaning agents
- Use of chemicals is limited and where is necessary
- Use of local plants in the garden that need less water and are more resistant to the local climate
- Use organic fertilizers in our gardens
- Minimize the chemical usage in housekeeping operations
- Continue with daily control checks of swimming pools in order to minimize the use of chemicals and other substances.

Coastal protection

- The beaches in front of the hotel are properly organized and regularly cleaned as well as awarded with Blue Flag by CYMEPA
- Bathing water quality is constantly monitored
- Kitchen sewage channeled to a grease separator system blocking grease and particles from entering the local sewerage system

The social dimension

The protection of the local community's market is one of the foremost targets of the administration and management of our hotel.

Employees

The 58% of our staff are Cypriot people from all over the island. Every season we strive to retain the same staff, the majority of which, work at our hotel for five years or more - 43% out of 417 employees -. Our target for 2023 is to keep this percentage at the same level. All our employees enjoy all the benefits as outlined by the Cypriot legislation, or other applicable labor rights. The management of the hotel has an open-door policy, communicated to all the staff, so any problem or situation faced regarding their job is easily and efficiently addressed. Every year, our hotel participates to various Government educational programs to introduce new students and potential employees in the tourism sector and in particular into the hospitality business. Our hotel hires from 5 up to 10 students, approximately 5% of the total staff members, for this purpose. These students have the opportunity to learn the operation of a big beach resort, and as a result, some of them are finally hired as regular employees at our hotel, after their placements are finished. Our target for 2023 is to keep this percentage at the same level to provide the same opportunity each year to students to finalize their training under real working conditions. Amathus participates through the government educational subsidies for workers in the tourism and every winter all the staff of our hotel has the opportunity to take part, in order to improve their skills. This way, everyone has the opportunity to improve their knowledge and gain confidence in their duties.

Local Community and Tradition

At the beginning of the summer season, the beach in front and next of our Hotel buildings has been cleared from garbage and waste in order to be ready for the arrival of the guests. During the summer season the staff of our hotel cleans the beach daily. At the end of the season the beach is totally clean, and during the winter the beach is being kept to the natural standard.

The hotel regularly promotes local traditions and culture to its multinational guests through themed buffet nights, performances by local artists, folklore dance, music

events and generally making sure that memorable experiences, acceptance and understanding of the Cypriot culture is what they will remember when leaving our Hotel. Daily, during breakfast, Cypriot products are highlighted on a separate section, with our staff available to explain to our guests the origin of the ingredients and/or recipes. During the Cypriot theme night, organized minimum once a week, traditional recipes as well as folklore dances and traditional products are the main attraction of the week for everyone.

The hotel, in collaboration with the Department of Antiquities of Cyprus, protects archaeological monuments that are within our premises as well as around the area of Amathus with the latest conservation works of Amathus Tomb No 2 to be completed in January 2019. Our Welfare Fund Committee activities include organizing excursions to villages, wineries, religious venues, and archeological monuments, intended for all our staff members and this way even foreign employees get to experience the local culture and traditions.

All our guests are informed by our Guest Relations team about events that take place around the island and are encouraged to visit the archeological interest areas of the town. In this way, we promote our culture and our traditional customs. We promote local wine and local food and beverage products or signature dishes in our restaurants whilst ensuring that the quality of our products or commercial feasibility is not compromised, in order to strengthen the economic and social development of our community.

The economic dimension

Amathus Beach hotel focuses to the local and regional economy by following specific actions during its operation.

- Local suppliers for our food and beverage outlets. The 95% of our suppliers are local and make sure that the mutual terms agreed upon with all suppliers and vendors are respected, which bestows the hotel with a great reputation as well as good relations with local vendors and suppliers.

- Research and Investment in local area

- The Hotel's Management has a close cooperation with the local community and organizations. The General Manager is a member of the of the Cyprus Hotel Managers Association (<http://cyhma.com/>). CHMA envisions a balanced growth of the tourism sector, aimed at improving performance and increasing the number of arrivals and overnight stays, while improving the distribution of tourism supply throughout the country. The above objectives are pursued within the framework of environmental protection, and with the utmost respect for and promotion of Cypriot culture.

Moreover, our General Manager is a member of the Management Board of Cypria Filoxenia and our Assistant Hotel Manager is one of the founding members. Cypria Filoxenia is an institutional entity to study, display and promote the culture of local hospitality, its best practices and its application to business and society as a whole by diffusing the culture of the hospitality staff, the 'aristocracy' practices in tourism enterprises and the respect and recognition of the people of hospitality.