



SUSTAINABILITY REPORT 2023

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1.0. Introduction

Nestled in the heart of Protaras, Vrissaki Beach Hotel prides itself on its unwavering commitment to delivering exceptional quality service, which serves as the cornerstone of our business practices. We believe that prioritizing the needs of our employees, customers, environment, and communities is essential for creating a vibrant and inclusive culture. This dedication not only strengthens our business operations but also plays a vital role in fostering a thriving community that we are proud to be a part of.

At Vrissaki Beach Hotel, we are deeply committed to embracing sustainable practices that prioritize the protection of our environment while ensuring that our guests enjoy a memorable and satisfying experience. Our various initiatives are designed to minimize our ecological footprint without compromising the luxury and comfort our guests expect. We focus on implementing energy-saving measures and reducing water consumption throughout our facilities, while also working diligently to minimize waste through comprehensive recycling and composting programs. By taking these steps, we strive to create a harmonious balance between the indulgence of a luxury hotel experience and the essential principles of sustainability, ensuring that both our guests and the planet benefit from our efforts.

2.0 Presentation of the Hotel Facilities

We are a small local family company hotel that has grown from the humble beginnings with continual extensions and modernizations of premises and surrounds becoming a 140-room four-star hotel with exceptionally comfortable amenities. We are officially rated as a 4-star deluxe hotel, but our facilities and services are rated by all the top tour operators as 5-star hotel. As from April 2020 we are officially rated as a 4-star hotel approved by the Ministry of Tourism.

The hotel offers a variety of top-class facilities, with three restaurants, three bars, one outdoor and one indoor pool, a fully-equipped gym and a luxurious SPA offering treatments to our clients. Many other facilities are on offer including evening entertainment.

More facilities are to be found in the main street of Protaras a couple of minutes' walks from the hotel including a selection of restaurants, bars and fan parks. The larger and livelier resort of Ayia Napa is only 10 km away hosting the biggest award-winning waterpark of the Mediterranean and the Thalassa museum of sea.

3.0 Sustainability Commitment

While we are dedicated to improving the quality of service for our guests, we also strive to ensure they leave with unforgettable experiences. We recognize the importance of positively impacting the local environment and community in which we operate. To this end, we are committed to measuring and managing our environmental effects through the following initiatives:

- Implementing effective environmental practices in our daily operations.
- Actively working to reduce our energy and water consumption, as well as reusing and recycling resources whenever feasible.
- Promoting the development and integration of sustainable technologies, including renewable energy solutions.
- Monitoring and assessing our environmental performance on a monthly basis.
- Involving our customers, employees, suppliers, and contractors in our environmental protection efforts.
- Allocating the necessary resources to achieve our goals and objectives, which includes providing ongoing training programs for our staff on environmental, social, and health and safety issues.
- Communicating our policies, practices, and programs to all stakeholders.

The Hotel's Sustainability Management System aligns with Travelife's requirements

4.0 Sustainability Targets set

The environmental targets set for 2024 are monitored and appropriate measures are taken to achieve our goals.

The targets set on the Environmental Plan for 2024 using as a base 2023 are:

- Reduce energy consumption by **2%**
- Reduce water consumption by **2%**
- Reduce waste output by **2%**
- Reduce the use of chemicals by **3%**
- To increase sales turnover by at least **4%**
- To increase labor productivity by at least **2%**

5.0 Environmental Aspects and Consumption

5.1 Electricity Consumption

The energy is supplied by the Electricity Authority of Cyprus and is primarily used for lighting, heating and cooling and the running of the hotel equipment i.e. Kitchen equipment, fridges and freezers, office equipment etc.

The figures below are for 2023 from April until October and a target for 2024 for the months January to December.

	2023	2024 (Target)
Electricity (kWh)	281.578	275.946
Per Guest Night (kWh)	4.92	4.82

Recommendations for improvement:

- **Ongoing Staff Training:** Continue and expand training programs for staff to ensure they are aware of energy-saving practices
- **Guest Engagement on Energy-Saving Policies:** Encourage participation by suggesting simple actions, such as reusing towels, turning off lights when leaving, or adjusting thermostats
- **Enhanced Energy Monitoring:** Install additional electricity and gas meters in key areas to provide more granular monitoring of energy consumption. This will allow for the identification of high-consumption areas and enable targeted improvements
- **Purchase Energy-Efficient Equipment:** Prioritize purchasing only energy-efficient equipment and appliances for all departments
- **Optimize Night-Time Energy Usage:** Conduct regular checks of internal public areas during off-peak hours to ensure that unnecessary lighting, heating, or cooling is turned off or reduced when not in use.

5.2 Gas Consumption (LPG)

The Hotel maintains 2 tanks for the storage of gas of total capacity 5,000 Lt. Gas which is supplied by EKO and is primarily used for the kitchens and boilers for heating water. We aim to achieve a feather reduction on gas of 2% for 2024.

The figures below are for 2023 from April until October and a target for 2024 for the months January to December.

	2023	2024 (target)
Gas (KWh)	269.423	264.035
Per Guest Night (kWh)	4.70	4.61

5.3 Water Consumption

	2023	2024(target)
Fresh Water (Tons)	12.557	12.306
Water from our well Yearly Total consumption (Tons)	4140	4140
TOTAL WATER (M ³) / GUEST NIGHT	0.29	0.28

The Hotel is supplied with fresh water from the Municipality and as from 2018 from a licensed well for use in the rooms, kitchen areas, hygiene areas, swimming pools and other outlets of the Hotel which is the same amount every year. Recycled water from the WDD / TAY is used ONLY for watering the gardens.

Efforts like informing clients to reduce the consumption of water were made. Not Only clients were informed but also the staff of the hotel were made aware of the water and energy saving techniques through their induction to the work place. By 2024 we aim to reduce Water consumption even more by 2% making staff and clients more aware to water saving. By implementing some strategies, the hotel can significantly reduce its water consumption, contributing to both environmental sustainability and cost savings.

Recommendations for improvement:

- **Monitor and Track Water Usage**
- **Educate Guests on Water Conservation:** Provide information in guest rooms and public areas on water-saving initiatives and encourage guests to participate by taking shorter showers, reusing towels and being mindful of water use
- **Regularly Maintain Plumbing Systems:** Conduct routine inspections and maintenance of plumbing systems to detect and fix leaks or inefficiencies quickly, preventing water waste
- **Employee Training and engagement:** Provide regular training for staff on water-saving practices and encourage them to report leaks or inefficiencies. Engage employees in initiatives to further reduce water consumption

5.4 Chemical Consumption

The Hotel uses chemicals for cleaning purposes, maintenance, and the swimming pools. Every effort is made to buy bulk quantities and to return the plastic containers to the suppliers.

In 2023, the use of environmentally hazardous substances for housekeeping, kitchen, and maintenance amounted to 6846 kilograms and 8264 liters. Our target goal for 2024 is to reduce the consumption of chemicals by 3%.

	2023	2024 (Target)
Chemicals (Kg)	6846	6641
Chemicals (Lt)	8264	8016

Recommendations for improvement:

- **Train Staff on Chemical Usage:** Conduct regular training for housekeeping, kitchen, and maintenance staff to educate them on the correct use and application of chemicals. This includes using only the necessary amount of product for each task
- **Preventive Maintenance:** Regularly maintain and clean equipment to prevent the need for excessive chemical use. Well-maintained appliances and surfaces generally require less aggressive cleaning agents.

5.5 Solid and Liquid waste

All liquid and solid waste generated by the hotel's operations is sorted and managed by certified, licensed providers. Solid waste is separated and collected by authorized recycling companies. Previously, the recycling program was conducted in partnership with Green Dot, but as of 2016, the Municipality has taken over responsibility for recycling. Unfortunately, the recycling of glass was not managed effectively this year, so next year we plan to a glass recycling bin in the hotel parking area to make the process easier and more efficient. The total solid waste for 2023 was 64.440kg, for 2024 we target to reduce it by 2%.

Total Solid Waste

	2023	2024 (Target)
Total Solid Waste	64.440	63.151

Single-Use Plastics

	2023	2024 (Target)
Single-Use Plastics	20473	6641

Recommendations for improvement:

- **Implement a Comprehensive Recycling Program:** Ensure the separation and collection of recyclable materials such as glass, paper, and plastic. Install clearly labelled recycling bins in public areas, and staff quarters to encourage proper waste sorting.
- **Minimize Single-Use Plastics:** Reduce the use of single-use plastics by replacing plastic straws, and utensils with reusable or biodegradable alternatives. Encourage guests to reuse their water bottles when using our water stations throughout the property.
- **Reuse and Repurpose Materials:** Encourage creative repurposing of materials, such as reusing old linens and towels for cleaning purposes
- **Monitor and Track Waste:** Analyse data regularly to identify key areas for improvement and set specific reduction targets

Animal Based Foods

	2023	2024 (Target)
Meat (Kg)	20.490	20.080
Dairy (Kg)	17.224	16.880
Dairy (Lt)	33.393	33.725
Fish (Kg)	5.486	5.376

At Vrissaki Beach Hotel, we are trying to minimise our environmental footprint while providing our guests with high-quality dining experiences. Our goal is to decrease our purchase of meat, dairy products and fish by 2%, allowing us to further enhance our sustainability initiatives while continuing to meet the diverse dietary preferences of our guests.

6.0 Labour and Human Rights

Vrissaki Beach Hotel has consistently invested time and resources to ensure the protection and promotion of human rights for all employees. Over the years, we have organized numerous seminars and training programs, both for management and staff at all levels, with the aim of fostering a professional workforce within a respectful environment where human rights are upheld. As an equal opportunity employer, we are committed to safeguarding the rights of our employees, business partners, and the local community. Before starting their job, all new employees are thoroughly briefed on the terms and conditions of their employment, including details about pay and welfare provisions.

At the Vrissaki Beach Hotel

- we give the best possible opportunity for staff to exchange their knowledge and to prove their talents
- we upgrade the quality and the standard of our employees as well as our establishments.
- we try to keep discrimination at its lowest level
- we give employment opportunities to locals as means of support to the community where we belong.

Furthermore, in order to give clear procedures and instructions to our staff with the target of protecting and securing their health and safety we have for a long time implemented management systems such as ISO, HACCP, Risk Assessment and Travellife which contributes to minimizing accidents, injuries and reduces the loss of work due to such issues. While upholding our commitment to non-discrimination, we prioritize hiring local people to strengthen and support the community in which our hotel operates. The table below shows the number of

male and female employees while also the number of local and other nationalities of the employees for the year 2022 and 2023.

Employees	2022	2023
Male Employees	55	50
Female Employees	50	54
Local Staff	41	37
Other nationalities	64	67

7.0 Community and Social Activities

Being a hotel owned by a local company, we have the community and social events high in our agenda. We contribute in many social and community activities not only with donations but with the organization of in-house social events almost on a yearly basis. It is needless to say that we are also supporting almost all local activities promoting our culture, customs and traditions.

Supporting evidence for our hotel's activities is the community /social activity table.

Purchasing goods and services locally is also a priority for us. We purchase goods and services from approximately 50 local suppliers. Our future plans is to maintain and expand our collaboration with local suppliers.

8.0 Hotel Performance / Guest Satisfaction

The Hotel meets all its legal and contractual requirements and it is implementing an Integrated Management System in line with ISO 9001 and ISO 22000 including legal requirements for health and safety.

As a means of promoting our sustainability programs and achievements we promote them on our environmental corner of the hotel. Leaflets are also provided to guests during Check-in and are visible on our guest information board. Hotel staff at the reception also has the duty to give out information about local culture, customs and traditions to guests.

We at Vrissaki Beach Hotel evaluate all our services available to guests and we pay a lot of attention to comments and suggestions made through online platforms such as TripAdvisor.

9.0. Additional sustainability activities at the hotel:

- We have fitted all taps with aerators to reduce water consumption.
- Water dispensers have been installed in all public areas, offering guests high-quality water while reducing the use of plastic bottles.
- Vacuum tube solar panels have been mounted on the hotel roof, supplying 90% of our hot water needs and significantly lowering gas consumption during the summer months.
- We have upgraded 95% of our lighting to energy-efficient LED bulbs and fixtures.
- All chemicals used for garden treatments and cleaning throughout the hotel are environmentally friendly.
- We have long been committed to waste recycling, with active participation from all staff members contributing to its success.
- Motion-sensor systems have been installed in all public restrooms.
- Motion-activated lights are in place in public restrooms and various other public areas.

Vrissaki Beach Hotel is dedicated to continuously reducing its environmental footprint and supporting the local community through initiatives that promote environmental conservation and sustainable development, all while maintaining high levels of guest satisfaction.

Our goal is to amplify these efforts by engaging everyone—employees, guests, and partners—to actively contribute to securing a sustainable future for generations to come.