

THE ROYAL APOLLONIA

Sustainability Policy Report



SUSTAINABILITY POLICY REPORT

At The Royal Apollonia our aim is to offer our guests a memorable experience. At the same time at the Royal Apollonia 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 these memorable experiences to our guests by integrating sustainable practices and principals with intent to reduce, minimise and manage our impact on the environment.

We are committed to ensure that our operation will have a positive impact to the environment and the community where possible. This will be done by setting goals and standards which will facilitate us in saving energy & water, reducing waste, recycling and taking any other measures necessary to reach these goals. The Royal Apollonia has a designated Green Team which is in charge of implementing our sustainability policies and standards. Mr Costas Panaouris (Chief Engineer) and Maria Theodoridou (Ex. Secretary have been appointed and have the responsibility to manage the environmental, human resource and community issues along with all Department Heads who are members of the Green Team. All our policy documents are publicly available for all who might want to see; Guests, staff, local community, contractors and sub-contractors. They are uploaded on the Hotel's website, at a designated area in the lobby and on staff boards. Sustainability and environmental issues were seriously considered when planning the last extensive renovation of The Royal Apollonia in 2013 some of which are listed herebelow:

- We replaced the two plant rooms with one with significant energy savings
- We have installed double glazing glass on room balcony doors,
- A/C goes automatically off when balcony doors are open,
- All light bulbs were replaced with LED or energy saving bulbs'
- Electricity in room is controlled with a key fob system,
- WC water tanks can work on half or full quantity of water as required.

The Royal Apollonia as member of the Louis Hotels operates under the guidance of the Louis Hotels Manuals. These manuals including sustainability issues are updated on a regular basis. Furthermore, records are kept on the progression of our sustainability program on an annual basis (see Hotel's Annual Management Review – ISO 9001:2008) Several systems are in place to ensure the best possible performance of our hotels when it comes to quality, sustainability, health and safety. Specific examples are: ISO/HACCP, Travelife, Green Key, CSQ scores from Tour Operators, MV Opinion external guest surveys, in-house guest surveys and Online Sites The Royal Apollonia has become a member of the Travelife Sustainability System, Cyprus Sustainability Tourism initiative and CYMEPA. We aim to satisfy broader sustainability criteria including the environmental, community and human resource welfare. Travelife gold award must be achieved again in 2016.

Christos Zenios

General Manager



ENVIRONMENTAL POLICY

Here at The Royal Apollonia we commit ourselves to green hotel policies & the implementation of proactive measures to help protect & sustain the environment for future generations. We recognize the impact of our operations on the environment and aim to be an increasingly efficient green and environmental hotel. We strive to minimize any detrimental effects as a result of our business. By working together we can contribute to making a cleaner and safer environment and ensure environmental issues remain a focal point and receive proper attention. In delivering our commitment we will:

- Comply with the relevant environmental legislation and take a proactive approach to future requirements and obligations.
- Seek to conserve natural resources through the responsible use of energy, water and materials but also maintaining the quality of service expected by our guests.
- Monitor performance and aim for continued improvement by reducing re-using, and recycling in areas such as energy consumption, reduction of waste materials and water consumption.
- Work with suppliers who have compatible policies for managing their impact on the environment.
- Through our active environmental team we will ensure that our efforts are continually reviewed, updated and communicated to all staff and all who might want to see.

Examples of everyday actions:

- a) Recycling of:**
- Paper, cardboard, glass, plastic, cooking oil, toner cartridges fluorescent tubes.
 - Waste compacted to reduce number of collections.

- b) Saving energy by:**
- Monitoring gas, diesel and electricity consumption on daily/weekly/monthly basis.
 - Use of low energy light bulbs.
 - Use of motion detectors at designated areas.
 - Air-conditioning goes off automatically when balcony doors are open
 - Re-use towels on guest request.
 - Building management systems that control temperature throughout the building.
 - Key fob control installed in every room to control lighting, heating and/or air-conditioning when room not in use.

- c) Reduction of:**
- Water consumption by ongoing installation of dual flush system in toilets.
 - Waste packaging by the purchase of bulk food items and cleaning materials.

Your contribution (*guests' contribution*)

- During daylight, and when in your room, please switch off as many room lights as possible.
- Please switch off all of your room's power sockets that are not in use.
- Re-use your bath and beach towels when possible.
- Turn water on only when necessary; Save water as much as possible and report any leakage.
- Use the low flush button when possible (public toilets).
- Throw recyclable litter in the recycling bins
- Refuse old batteries in the designated container located in the lobby area.
- Reduce volume of garbage before throwing in the bin when possible.
- Our glasses at the pool and beach bar are polycarbonate and are reusable; do not throw them away.



ENVIRONMENTAL POLICY STATEMENT

Energy consumption is one of the major reasons for the pollution of the atmosphere and at the same time one of the major running costs in the hotel industry. At The Royal Apollonia we take all necessary measures to ensure that energy consumption is monitored on a daily basis and is kept to the minimum possible level. Energy consumption is measured daily and monthly. It is calculated in Kw of electricity or litters of heating fuel or litres of gas per room/bed night as well as a total energy Kw consumption for all 3 sources of energy a system is in place. Consumption is compared to targets and previous year consumptions considering occupancy variations.

ENERGY SAVING

Throughout it's operarion The Royal Apollonia ensures optimal efficiencies by undertaking the following:

- The heating thermostats are checked regularly in winter so as to ensure that they are not set too high
- The Royal Apollonia, in keeping with Louis Hotels' policies has targeted a reduction in electricity, gas and petrol consumption of 2-3% compared to last year
- Over 90% of light bulbs are LED or of low energy consumption
- Monitoring and adjusting temperatures air-condition/heating in public areas
- We have reduced our consumption of electricity by installing movement sensors for lighting in public toilets, using key cards to switch electricity on and off in rooms, sensors in balcony doors for the air- conditions
- All staff is trained appropriately in energy conservation and awareness for reporting any faulty energy equipment
- Preventive maintenance of all machinery as per an annual maintenance program to ensure they are kept in good working order
- Air curtains in cold rooms to prevent energy loss
- All equipment purchased in the future should be energy efficient
- Energy & water consumption was considered when planning the renovation of the hotel in 2013.

WATER MANAGEMENT

- Water consumption is measured daily and monthly
- Consumption is calculated in tons per room/bed night
- Consumption must be comparable to targets and consumption of previous years
- We check daily, report and repair any leakage or unnecessary use of water throughout the hotel
- We ask our guests to participate in minimizing water consumption by requesting less frequent linen and towel changes.
- Irrigation program for our gardens
- The Royal Apollonia, in keeping with Louis Hotels' policies has targeted a reduction in water consumption of 2-3% compared to last year
- We have started installing restrictors on showerheads and wash basins to restrict and reduce the flow of water. Installation will be completed by 2015.



ENVIRONMENTAL POLICY STATEMENT

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SOLID WASTE

- We have a Food Waste Management System in place • We recycle as many materials as is feasibly possible
- Solid waste is separated into recyclable/non-recyclable (e.g. glass, paper, cardboard, plastic, metal, used oil, food waste) • We recycle used batteries within the hotel via specially designed containers in partnership with AFIS Cyprus, www.afiscyprus.com.cy a company that collaborates with Green Dot (Cyprus).
- Consumption in kg or litres is calculated monthly and compared with previous years • Outdoors we use reusable polycarbonate glasses instead of one use disposable glasses • When possible we buy in bulk

LINEN, CLEANING, AND SUPPLIES

- Consumption of cleaning & supplies is measured monthly • Consumption is calculated in kg per room night • Consumption must be comparable to consumption of previous years • Guests are encouraged to participate by reusing their bath towels • Staff is trained to minimize use and waste of linen, cleaning materials and supplies

CHEMICALS

- The hotel purchases environment friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use.

PURCHASING

- Whilst ensuring a wide range of high quality products, The Royal Apollonia purchases and promotes mainly from the local market suppliers, in our effort to assist in reducing CO2 emissions from transportation of products from abroad. Additionally prior to every purchase of electrical equipment we ensure that they are energy efficient.



ENVIRONMENTAL POLICY STATEMENT

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OUR GOALS

At the Royal Apollonia by 2015 we aim to achieve our targets:

- By providing further and thorough training to all our employees in regards to the environmental issues and the protection of children
- By informing and helping our guest to participate in our efforts
- By reducing Energy usage by an additional 1-2%
- By significantly reducing the water flow in shower wash basins and toilets showers to 10l/min, basins 5l/min, toilets 6.5l/flush, urinals 2l/flush using the appropriate equipment
- By identifying and minimizing all environmental procedures and actions that have a negative impact on the environment.

The same efforts will be continued in 2016 as in previous years. Our suppliers and contractors will be informed of our environmental policy and we will try to monitor their performance to ensure that the goods and services they provide will meet our environmental criteria. We will display wherever possible and make publicly available all our policies achievements and updates on our web site, in order for staff, guests, suppliers, the local communities and for all who might want to see them.

Christos Zenios
General Manager



HEALTH & SAFETY FIRST



Please take a minute and read below all mentioned points concerning everybody's safety and hygiene. Adhering to these points you will enable us minimize any possible accidents/incidents and at the same time everybody will enjoy his/her holiday better.

- Consume your food at the designated restaurant eating areas.
- When entering any indoor area, please make sure you are in a dry state. Please also ensure you are not entering any indoor area barefooted.
- Please avoid carrying food and beverage items up in your rooms.
- Ensure your children do not run neither shout around the indoor areas.
- Ensure your children do not run around the swimming pool area especially when floor is wet.
- Do not carry any glassware or any chinaware around the swimming pool, gardens and beach areas.
- When leaving the indoor pool area, please dry your selves first.
- Any guests with heart problems, high blood pressure or pregnant should avoid using the Jacuzzi and sauna. Children should not use these facilities.
- Please note the warning signs when floors are being mopped or when gardens are watered.
- Use handrails where applicable (stairs / ramps).
- Supervise your children at all times especially when they are swimming or when they are playing at the kids playground.
- Do not allow your children to use the lifts without the presence of an adult.
- Make sure you are aware of the closest to your room emergency exit (staircase).
- The assembly point is outside the hotel, at the hotel's car park. NO SMOKING in the rooms.
- Let the reception desk know if you are accompanied by a disabled person.
- Ensure you always keep your room door shut and your balcony doors locked.
- Please avoid using the room towels at the pool and/or beach area. Please ask any of the receptionists to provide you with beach towels.
- Infants and young children must always wear 'special swimming nappies' while in the pool.
- Please avoid using the swimming pools at night time as these are not supervised. Please be advised that swimming pools are super-chlorinated at night time.
- Report to reception desk or to the Duty Manager any illness and / or accident, even minor, you might have experienced or witnessed.

If you have any questions or if you need any assistance please contact the Front Desk



COMMUNITY INTEGRATION POLICY

PROMOTION OF RESPONSIBLE TOURISM

The Royal Apollonia is a member of "Cyprus Sustainable Tourism Initiative At The Royal Apollonia we do whatever is necessary to improve our communication, cooperation and coordination with the local community in a joint effort to reduce the negative impact the environment has from the actions of all of us. "SCTI "Cyprus Marine Environment Protection Association" CYMEPA and "Green Dot Cyprus" and cooperates with a number of local organizations

COMMUNITY INTERGRATION

- At breakfast we offer a Cyprus corner with local products. We always offer traditional choices at Lunch & Dinner and promote local drinks where possible.
- We offer a Cyprus themed evening once a week with local dishes and Cyprus folk dancing in an effort to promote our culture. We have our own Greek recipe book promoting the Greek & Cypriot cuisine.
- Avail cookery books with Cypriot cuisine and Cyprus Breakfast with recipes
- A CTO monthly event program of events and activities taking place within the local community is available at the Front Desk. Local businesses can promote their products and services for free

EMPLOYMENT

One of the core values here at The Royal Apollonia is our concern and aware of the importance of recruiting local people helping to circulate money locally and keep small and medium enterprises alive. Furthermore, this motivates locals to stay within the community and not seek employment abroad.

PURCHASING

We purchase and promote local produce wherever possible, while ensuring that the variety and quality of goods is of the highest standards. It helps our CO2 emissions from transportation of products from abroad. We have reduced our food packaging consumption by buying in bulk. We make sure that purchases of electrical goods are energy efficient.

DONATIONS/CHARITIES

- We donate food, usable linen, furniture and equipment to people in need and associations when not in use by the hotel (e.g. churches, home for the elderly and children with special needs, fund raising charity PASIKAF for cancer patients) supported by management and staff
- We encourage the local community to make use of our hotel facilities such as conference rooms, fitness centre, Spa, restaurants, ball rooms and meeting rooms for functions, weddings, dinners etc.



COMMUNITY INTEGRATION POLICY

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CHILD PROTECTION

- We are committed to protecting children from tourism related sexual exploitation
- Our hotel fully supports the protection of under-aged including child labor, physical and sexual abuse.
- All employees receive training to distinguish basic children abuse incidents as well as encouraging them to report to the hotel management, the management in return will report such incidents to the local child protection authorities
- We cannot tolerate such behaviour whether they originate from guests, visitors or employees.

PROCEDURE TO REPORT A CHILD ABUSE

The Hotel will take all allegations of sexual abuse seriously and will promptly and thoroughly investigate whether sexual abuse has taken place. The Hotel will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.

Instructions to employees & Management

If you are aware of or suspect a child abuse is taking place:

- Report it at once to your Head of Department or General Manager.
- Alert the Cyprus Police Center and provide them with all the details
Telephone: 22808442, E-mail: domviol.childabuse@police.gov.cy
- Cooperate with the authorities during their investigation.
- After their intervention, assist the Hotel Management in drafting a report to record the incident.

OUR VISION

By 2014-2015 the hotel aims to increase donations to people in need and local charity organizations to support local campaigns and charities where possible. To improve our communication, cooperation and coordination with the local community and organizations to achieve the above and to jointly work towards a better, safer and cleaner environment for all. In 2016 as part of our commitment to social responsibility, we will continue to actively support charities, people in need. Engage in various activities to benefit our local community. Resolve any differences and or problems within our community. Arrange events or excursions for our staff through the hotel's welfare fund.

Christos Zenios
General Manager



LABOUR & HUMAN RIGHTS POLICY

Any business's and particularly the hotel industry's prime asset are its employees.

RECRUITMENT/DEVELOPMENT & PROMOTION

- All employees are entitled to all the benefits required by law e.g. social insurances, time off, annual leave, sick leave, meals, uniforms, freedom to choose the unions of their choice
- We recruit regardless of gender, age, race, nationality, or religion. In view though of the high unemployment we give priority for a number of positions to people from the local community
- New employees are given a one week orientation program including policies, procedures and company manuals. Their job training includes health & safety issues, and seminars organized for all Louis Hotels for developing their skills and knowledge.
- We try to promote within. Usually with great success. Most of the Management has been promoted internally and are with the company for many years
- We do not employ people under the minimum age allowed by law
- We do not make or receive payments before employment commencement and we do not keep any personal documents
- All employees receive a salary no less than the legal minimum wage
- All money owed to employees is paid when leaving

HEALTH & SAFETY

- As a company policy all employees goes through training on health and safety issues including seminars and training on use of equipment, the emergency plan,, fire evacuation drill, proper use of chemicals etc
- Staff is also trained on personal hygiene and appearance, training on HACCP issues particularly the F& B depts., handling virus incidents and precautions required to avoid and control the spread of virus
- All accidents are recorded and analyzed as to determine the cause and frequency, cause, place etc and take preventive actions where necessary.

DISCIPLINE

All members of staff may discuss their complaints/problems with their Head of Department and if not satisfied they may ask for an appointment with the Hotel Manager. Disciplinary actions and observations are to be done through the Department Head whenever possible. Subject to the importance of the wrong doing the employee will get an oral or written warning. After the 3rd written warning and in case the employees refuse or are unable to follow rules and regulations and procedures they are dismissed from the hotel. In case of serious wrong doing (i.e. stealing, abusing of colleagues or guests etc.) The employee will be dismissed immediately without any warning.



LABOUR & HUMAN RIGHTS POLICY

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BENEFITS

All employees are entitled to the following benefits:

- Social Insurance
- Health Insurance
- Annual Leave
- Join the Hotel Unions
- Uniforms provided by the hotel
- Meals on duty

We will continue to support the international labour, human rights and codes of practice. During the last years our hotel has never had any issues related to these important matters or have had any issues related to these matters. We commit ourselves to continue the support of international labour, human rights and codes of practice.

Christos Zenios

General Manager



THE ROYAL APOLLONIA

REGULATIONS

EUROPEAN REGULATIONS ABOUT ENVIRONMENT

All the laws and amendments about European environmental regulations are available on this webpage:
<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32004L003>

INTERNATIONAL REGULATIONS ABOUT HUMAN RIGHTS

All the laws and amendments about International Human Rights regulations are available on this webpage:
http://www.mlsi.gov.cy/mlsi/dlr/dlr.nsf/page23_en/page23_en?OpenDocument

EUROPEAN REGULATIONS ABOUT HUMAN RIGHTS

All the laws and amendments about European Human Rights regulations are available on this webpage:
http://europa.eu/legislation_summaries/employment_and_social-policy/employment_rights_and_work_organisation/index_en.htm

NATIONAL REGULATIONS ABOUT HUMAN RIGHTS

All laws and amendments about Cypriot Human Rights regulations are available on this webpage:
http://www.mlsi.gov.cy/mlsi/dlr/dlr.nsf/page17_en/page17_en?OpenDocument

EUROPEAN REGULATIONS ABOUT HEALTH & SAFETY

All the laws and amendments about European Health & Safety regulations are available on this webpage:
https://osha.europa.eu/en/legislation/index_html

NATIONAL REGULATIONS ABOUT HEALTH & SAFETY

All the laws and amendments about Cypriot Health & Safety regulations are available on this webpage:
http://www.mlsi.gov.cy/mlsi/dli/dli.nsf/dmlllegislation_New_en?openform&p=1&t=f&e=

THE ROYAL APOLLONIA

Financial Responsibilities

The Royal Apollonia commits itself to comply with the National and European legislations on financial responsibilities. In addition, the Royal Apollonia refuses to collaborate with any organization whose activity is connected with fraud, corruption or other illicit businesses. This does obviously involve respect for existing laws and regulations. These legislations can be found on the following websites:

- Cypriot Legislation:
[http://www.olc.gov.cy/olc/olc.nsf/all/E1EAEB38A6DB4505C2257A70002A0BB9/\\$file/The%20Companies%20Law,%20Cap%20113.pdf?openelement](http://www.olc.gov.cy/olc/olc.nsf/all/E1EAEB38A6DB4505C2257A70002A0BB9/$file/The%20Companies%20Law,%20Cap%20113.pdf?openelement)
- European Legislation:
http://www.europarl.europa.eu/aboutparliament/en/displayFtu.html?ftuld=FTU_3.2.3.html

Christos Zenios

General Manager

