



Senator
HOTEL APTS
Member of H&C Hotels

ENVIRONMENTAL & SUSTAINABILITY REPORT

FOR 2017

PREPARED ON: 30.4.2018

INTRODUCTION

1. The environment is considered a critical social and economic issue that needs to be addressed seriously if we are to preserve the quality of life for ourselves and the generations to come.
2. Over the years, the EU has shown a great interest in environmental protection and most probably became a global frontrunner in this issue.
3. Cyprus, as a European Union member state, is becoming more environmentally aware and its organizations are promoting environmentally friendly practices and culture.

BACKGROUND

1. In 2004, Senator took the first steps towards environmental protection and reduction of its impact on the environment.
2. The same year an environmental management system based on ISO 14001:2004 was developed, implemented and certified, making our hotel one of the first hotels implementing ISO 14001 in Cyprus.
3. In 2016 we started working towards Travelife sustainability system. First audit took place in October of that year.
4. Next year we are pursuing the renewal of our Travelife certificate . Our second renewal audit will take place on the 12th of October 2018.

ENVIRONMENTAL PROTECTION

1. Our hotel uses resources as inputs (food ingredients, chemicals, water, energy e.t.c) to produce products (like food, beverages) and provide services (like accommodation and cleaning).
2. Our activities and processes in transforming inputs to outputs have negative impact to the environment.
3. Environmental protection is a practice of protecting the natural environment from the hotel's activities for the benefit of both the natural environment and humans.

SUSTAINABLE DEVELOPMENT

1. Everything that we need for our survival and well-being depends, either directly or indirectly, on our natural environment.
2. Sustainability creates and maintains the conditions under which humans and nature can exist in productive harmony, that permit fulfilling the social, economic and other requirements of present and future generations.
3. Sustainability is important to making sure that we have and will continue to have, the water, materials, and resources to protect human health and our environment.

WHAT IS TRAVELIFE?

1. Travelife is an international sustainability certification scheme.
2. It helps hotel members around the world improve their environmental, social and economic impacts cost-effectively.
3. Hotels that meet the Travelife standard are formally recognized with an award to promote their achievements.
4. To achieve the award and become certified hotels must become a Travelife member and prove they meet the assessment criteria.

TRAVELIFE CONCERNS...

- Environmental management (Water and energy use, solid and other waste).
- Reducing use of harmful substances
- Protecting wildlife
- Respecting labour and human rights
- Supporting local community
- Communicating to guest and society

SUSTAINABILITY POLICY

Environment:

The staff and management at the Senator Hotel are proud to be an environmentally caring hotel. We believe in the protection, preservation and enhancement of our environment through good sustainable management plans, within a program of continuous improvement.

Objectives:

- Set sound environmental objectives and targets which will be reviewed regularly.
- Minimize our environmental impact by managing our water and energy consumption, reducing our waste by reducing, reusing and recycling and minimising our use of harmful substances.
- Raise environmental awareness of our employees, customers, suppliers and the local community by communicating our Environmental Policies, and encouraging them to adopt the same.

Human Resource Management:

It is the shared commitment of the management and owners to ensure that all our employees are afforded excellent possible working conditions at all times. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

Objectives:

Recruitment -We will ensure that a fair system is in place so that all applicants for available positions are fairly considered regardless of their race, age, sex, nationality, disability or religion.

Contract-Throughout the period of employment, all staff will have a contract that meets the regulations as stipulated by national law

➤ **Training**-We will ensure that all new employees are provided with appropriate induction and training. We will also carry out on-going monitoring and training to further develop our staff throughout their employment.

Community Policy Statement:

Purchasing -Whilst ensuring that quality of our product or is not compromised, we aim to purchase and promote produce from the local area. Wherever possible, we pay our suppliers within the credit terms they request.

Employment - The hotel recognizes the importance of recruiting local people understanding that the majority of wages will therefore be spent locally, providing secondary economic benefit to other businesses in the community. Additionally, it recognizes the long-term importance of local residents staying within the community, rather than having to seek employment elsewhere.

Donations and Charity -It is our policy to donate, where ever possible items such as furniture or linen which are no longer suitable for use within the hotel. We will offer these items to local organisations that may benefit from them. The hotel will also carefully consider how it may help the local community by the provision of in-kind support, such as protection and promotion of local traditions of points of interest, sponsorship of local groups, provision of meeting space at subsidised or no costs, or advertising space for local businesses.

ROLES

- **Environmental Officer:** Mr. Kleanthis Polycarpou
- **Deputy Environmental Officer:** Mr. Christian Yiannou
- **H&S Officer:** Mr. Kleanthis Polycarpou
- **Welfare & Labour Standards:** Mr. Kleanthis Polycarpou
- **Local Community Coordinator:** Mr. Christian Yiannou
- **HSE Committee:** Kleanthis Polycarpou, Christian Yiannou
Loukas Louka, Agathi Pitsillidi, Elpida Nicolaou.

HOTEL'S ENVIRONMENTAL IMPACT

1. Solid waste
2. Use of hazardous substances (chemicals, pesticides)
3. Use of energy (Electrical, LPG, diesel)
4. Energy consumption or waste
5. Use of CFC's
6. Emissions to air
7. Use of water
8. Water waste and leakages
9. Occupational health and safety
10. Odors from activities

ENVIRONMENTAL OBJECTIVES & TARGETS 2017-2018

1. Energy consumption <13.0 Kwh per guest night (baseline 2014 -2017 consumption).
2. Water consumption <134 lt per guest night (baseline 2014-2017 consumption).
3. Cleaning chemical consumption: 0.021 Kg/guest night and pool chemicals consumption: 0.035 Kg/guest night (baseline 2015-2017 consumptions).
4. Communicate to clients environmental objectives and actions. Involve clients to environmental days and activities.
5. Improve waste management practices - Expand reuse and recycle program.

HOTEL'S SUSTAINABILITY ACTIONS

1. Water boilers of smaller capacity and improved efficiency.
2. Energy efficient lamps in all rooms and public areas.
3. Charity events supporting local associations market For example Pancyprian Association of Cancer Patients and Friends, August 2016
4. Electronic info kiosk.
5. Expansion of solid waste recycling to include lamps, toners, electronics.
6. Recycling of hazardous chemical's containers.
7. Sustainability and Travelife criteria training at 87% of our employees.

HOTEL'S SUSTAINABILITY ACTIONS

8. Refreshing sustainability trainings take place every two years(Scheduled new training session in 2018).
9. New sustainability info package to guests and ways to save energy (back side of room cleaning schedule)
10. Publishing sustainability policy and practices to our website.
11. Purchase of locally made products: Cheese, meat, chicken, fruits, vegetables, wines, spirits, bakery, ice cream and other products. All our major services providers are local.
12. A Cyprus BBQ night is organized every Wednesday.
13. Our snacks menu includes various local dishes like village salad, grilled halloumi, chicken pitta, souvlaki, mousakka.

HOTEL'S SUSTAINABILITY ACTIONS

14. Donations to families in need.
15. Blood donations
16. Cleaning of the open air Sculpture park in Ayia Napa (2017)
17. Participate at Ev-zo program. Donation of plastic bottle caps (2015, 2016, 2017).
18. Free accommodation vouchers to NGO's, schools, employees of other hotels (Lyceum Palouriotissa – two night stay)
19. In all common areas we have installed : 90.12% energy efficient lamps and 9.88% non energy efficient. In the rooms: 93.07% energy efficient lamps (108 with energy efficient lamps and 10 partially with energy efficient lamps). For 2018 there are plans for replacing all non efficient lamps in the rooms.

HOTEL'S SUSTAINABILITY ACTIONS

- 20. Light sensors and time switches for main building basement corridors and public toilets. Adjustable light timers for open areas and guest block corridors.
- 21. All gas cookers in the rooms will be replaced in 2018
- 22. Offices use scrap paper as a initiative to reduce paper waste.
- 23. Travelife material and hotel policies are always posted in bulletin boards in reception, front office, bar, maintenance store room and staff room.
- 24. We always research and consider purchases of low energy electrical equipments (tv, fridges, air- conditions).

PROGRESS ON LABOUR AND HUMAN RIGHTS STANDARDS

1. All employees are covered by the collective agreement or an employment contract.
2. 100% of seasonal staff returned back this year.
3. Employment opportunities are provided to young and unemployed people.
4. 100% of our employees are local residents.
5. Training and skills development to employees.
6. Activities and events that promote team spirit (Excursion to Kalopanayiotis village and a visit to Agios Ioannis Lambadistis church which is a Unesco listed protected site. Excursion also to Farmakas village and Ierambelos winery as a initiative to promote local products).
7. Donations to staff families in need.
8. All guests receive an introduction employee booklet which informs all new staff of the hotel rules and their rights as employees. These are also discussed at any time with the assistance of the management team.

PROGRESS ON LABOUR AND HUMAN RIGHTS STANDARDS

Employees Profile				
Year	Employees Total	Men	Women	Locals
2014	32	9, 28%	23, 72%	31, 97%
2015	32	9, 28%	23, 72%	31, 97%
2016	31	9, 29%	22, 71%	31, 100%
2017	33	10, 30%	23, 70%	33, 100%

PROGRESS ON LABOUR AND HUMAN RIGHTS STANDARDS

Training Profile				
Year	Training hours totals	Sustainability* training hours	Training hours / employee	Sustainability training hours / employee
2015	265	26	8.3	0.81
2016	332	139	10.7	4.5
2017	279	95	8.5	2.9

- ✓ Trainings for 2017 involved 27 of our 30 employees, 90%.
- ✓ Sustainability training involved 20 employees, 66%.
- ✓ 87% of our employees were trained on Travelife criteria.

PROGRESS ON LABOUR AND HUMAN RIGHTS STANDARDS

1. 87% of employees received training on non discrimination, human rights and child protection in 2016. Next training is scheduled for 2018.
2. 100% of employees hold a copy of the employee manual.

PROGRESS ON USING LOCAL SUPPLIERS

Suppliers				
Year	Local Suppliers	Non Local Suppliers	Local Subcontractors	Non Local Subcontractors
2015	45%	55%	100%	0%
2016	57%	43%	100%	0%
2017	58%	42%	100%	0%

Supplies & Services (as % of total purchases)		
Year	Local Supplies & services	Non Local Supplies & services
2017	73%	27%

EXAMPLES OF SUPPORT TO LOCAL PRODUCE

- **Milk from Achnagal Industries**, a family runned business housed at a newly built facility in Cyprus which fulfils HACCP and E.U requirements for producing milk and cheese under safe and clean conditions.
- **Bread** from Brothers Panayiotou also a family run business
- **Fruit and Vegetables** from P Hadjis & Sons Limited small family run business
- **Ice cream** from Torre ice cream
- **Cold cuts poultry** by Chrysodalia Industries
- **All DIY and electrical needs** are covered from Tasos Marinou & Sons (Ayia Napa based) and Electroland (Paralimni Based)

PROGRESS ON SUPPORTING LOCAL CHARITIES, SCHOOLS AND GROUPS

Support				
Year	Charities	Families in need	Schools	Other groups
2015	1	1	1	1
2016	2	1	2	2
2017	1	Not applicable	2	1

- ✓ PASYKAF donation
- ✓ Two night complimentary stay to Palouriotissas Lyceum

PROGRESS ON SOCIAL & CULTURAL TARGETS

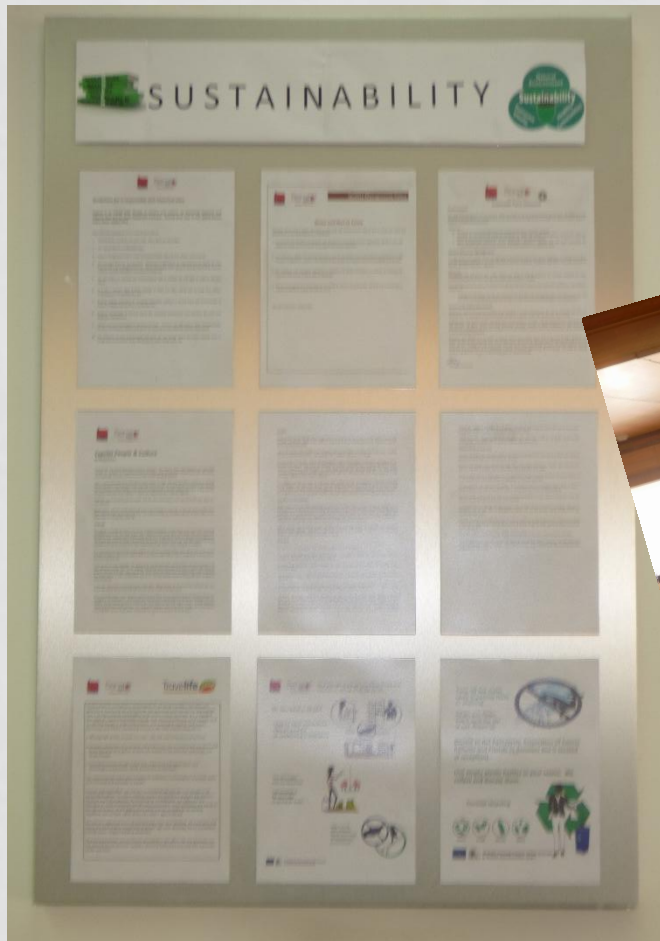
Social & Cultural Targets			
Year	Cultural activities / events in the hotel	Social activities involving employees	Social activities in the community
2015	20	2	0
2016	26	2	1
2017	22	2	3

- ✓ 22 Cyprus BBQ night in 2017 with traditional local Cypriot dishes
- ✓ 2 Staff Excursions (Kalopanayiotis, Farmakas)
- ✓ Blood donation, recycling of bottle caps ευ-ζω, cleaning of the open air Ayia Napa Sculpture Park.

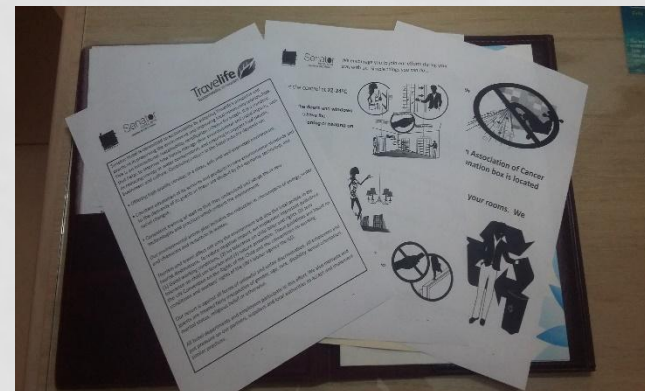
IMPROVEMENTS THROUGH CLIENT FEEDBACK 2017

1. Purchase of additional small bed covers to be mounted on top of the existing bed mattresses to all Apollo guests
2. Installation of fibre optic internet which has immensely improved internet signals and speeds in all areas of the hotel
3. 13 old Ac units in rooms have been replaced with new ones
4. Installation of 3 new cameras in Block B,C,D improving security in all areas of the hotel

COMMUNICATING



COMMUNICATING



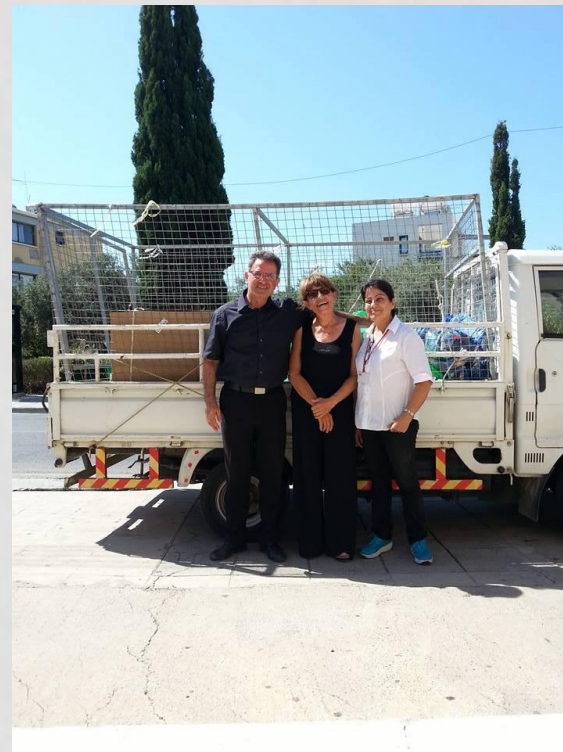
RECYCLING



RECYCLING



ASSISTING & DONATING



ASSISTING & DONATING



Sculpture Park Cleaning



Pasykaf donation

ASSISTING & DONATING



TEAMING TOGETHER

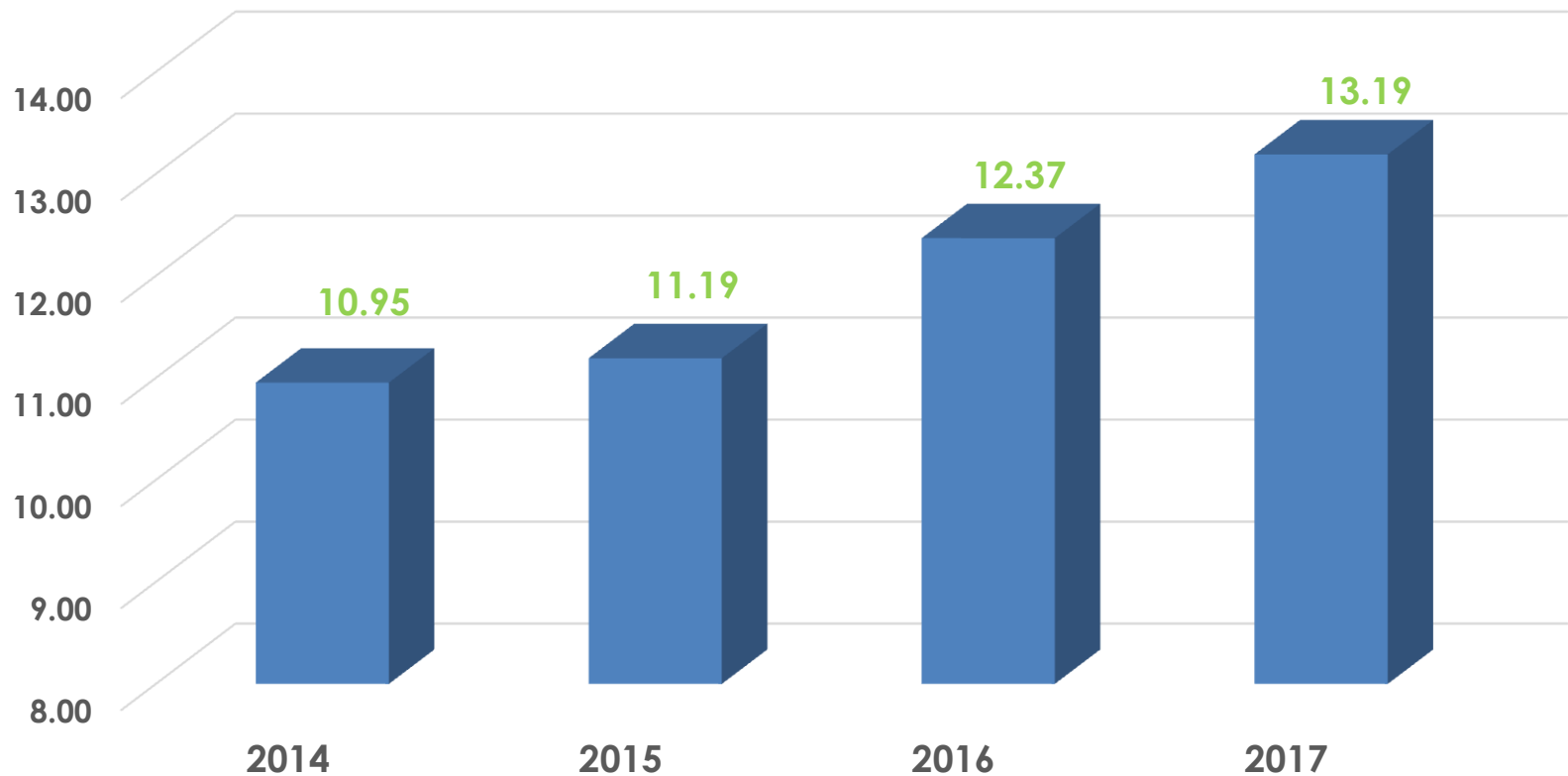


EMPLOYEES ACTIVITIES 2017



TOTAL ENERGY CONSUMPTION (ELECTRICITY, LPG, DIESEL)

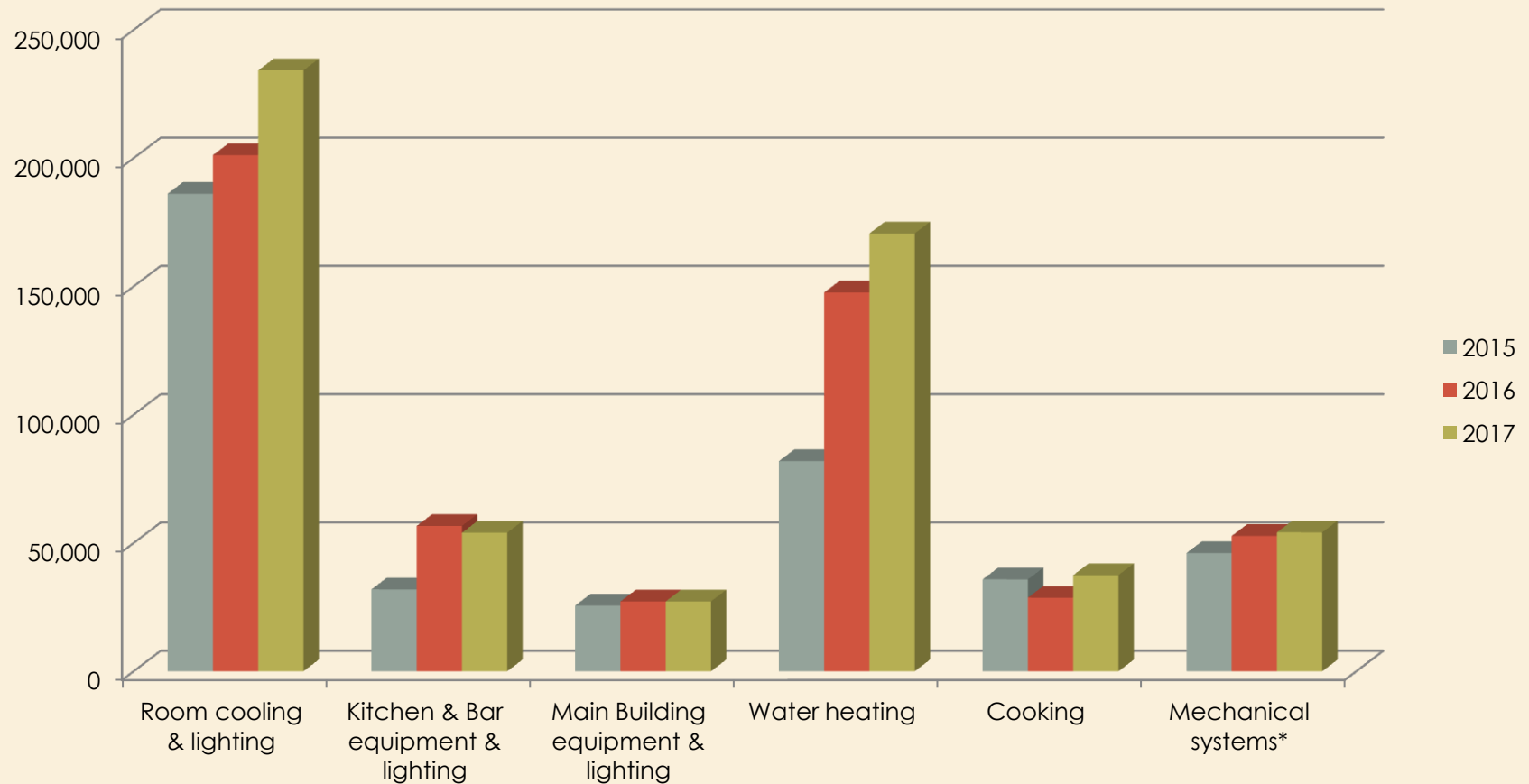
Energy Consumption per guest (kwh/guest night)




ENERGY ASSESSMENT

Use	Year					
	2015		2016		2017	
	KwH	%	KwH	%	KwH	%
Room cooling & lighting	186,121	45.69	201,163	39.13	234,178	40.54
Kitchen & Bar equipment & lighting	31,893	7.83	56,637	11.02	53,994	9.35
Main Building equipment & lighting	25,603	6.29	27,205	5.29	27,232	4.71
Water heating	81,903	20.11	147,621	28.72	170,632	29.54
Cooking	35,789	8.79	28,678	5.58	37,453	6.48
Mechanical systems	46,057	11.31	52,735	10.26	54,138	9.37
Total	407,366	100%	514,039	100%	577,626	100%

ENERGY ASSESSMENT 2015-2017



EVALUATION OF ENERGY CONSUMPTION IN EACH AREA / USE PER GUEST NIGHT

Use	YEAR					
	2015		2016		2017	
	kwh/Gn	%	kwh/Gn	%	kwh/Gn	%
Room cooling & lighting	5.11	46%	4.84	39%	5.35	41%
Kitchen & Bar equipment & lighting	0.88	8%	1.36	11%	1.23	9%
Main Building equipment & lighting	0.70	6%	0.65	5%	0.62	5%
Water heating	2.25	20%	3.55	29%	3.90	30%
Cooking	0.98	9%	0.69	6%	0.86	6%
Mechanical systems	1.27	11%	1.27	10%	1.24	9%
Total	11.19		12.37		13.19 	

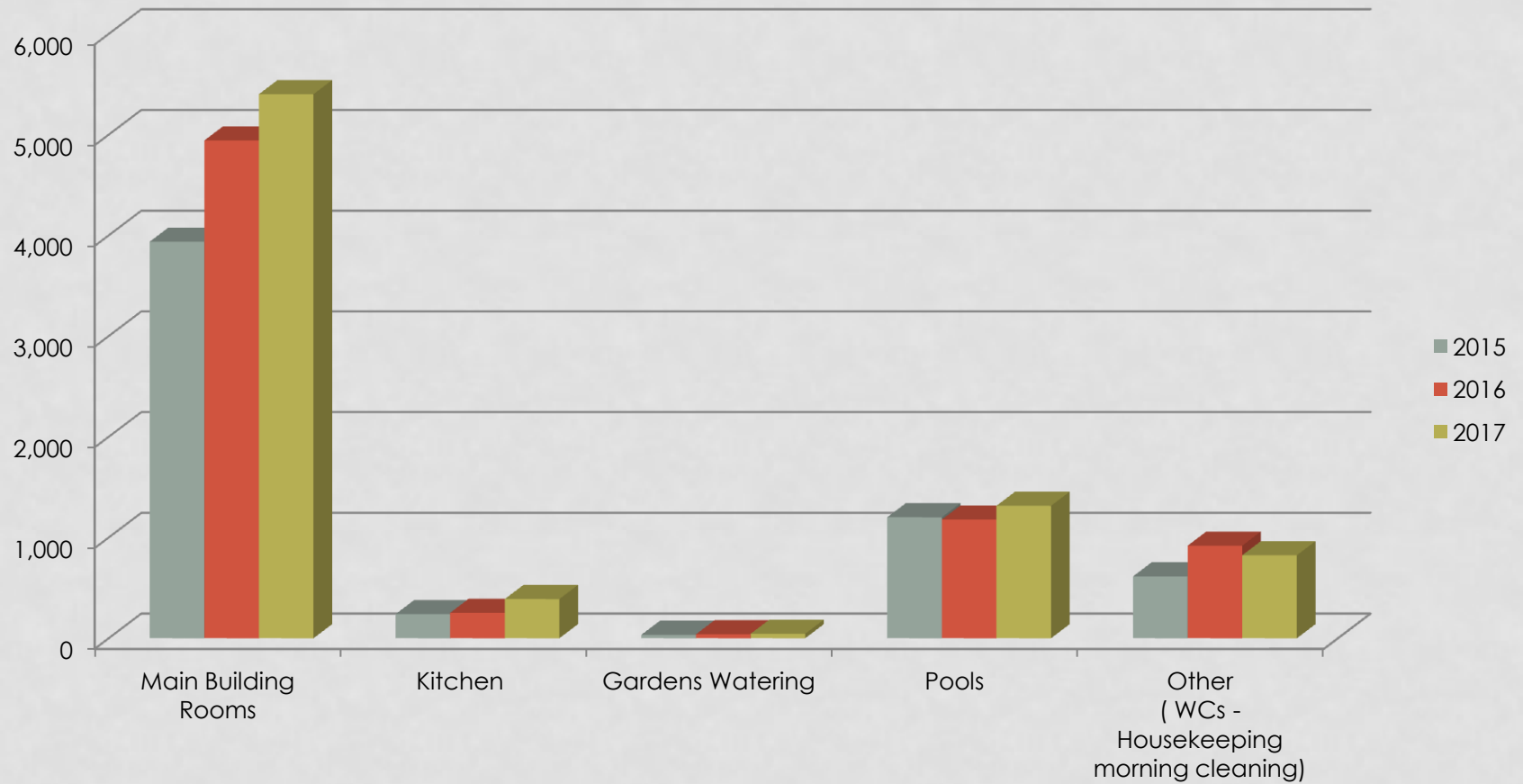
OBSERVATIONS ON ENERGY CONSUMPTION

- In 2017 our final figure on energy consumption is 13,19 kWh per guest night which is extremely close to the baseline goal we set in 2016. (13.00 Kwh per guest night 2016 goal)
- This very small increase was due to increases in our Room cooling & lighting, cooking (kitchen) and water heating consumptions (0.51Kwh/Gn, 0.17Kwh/Gn, 0.35Kwh/Gn increases respectively). 2017 was an unprecedented year for us with a huge increase in our F&B departments sales and in our overall occupancy.
- Equipment, lighting(public areas, bar, restaurant) in all areas of the hotel showed a small but not insignificant reduction. Same goes for our Mechanical Systems.

WATER ASSESSMENT

Use	Year					
	2015		2016		2017	
	m3	%	m3	%	m3	%
Main Building Rooms	3,937	65.34	4,942	67.42	5,402	67.75
Kitchen	239	3.97	252	3.44	389	4.88
Gardens Watering	34	0.56	39	0.53	44	0.55
Pools	1,201	19.93	1,178	16.07	1,315	16.49
Other (WC - Housekeeping morning cleaning)	614	10.19	919	12.54	824	10.33
Total	6,025	100%	7,330	100%	7,974	100%

WATER ASSESSMENT



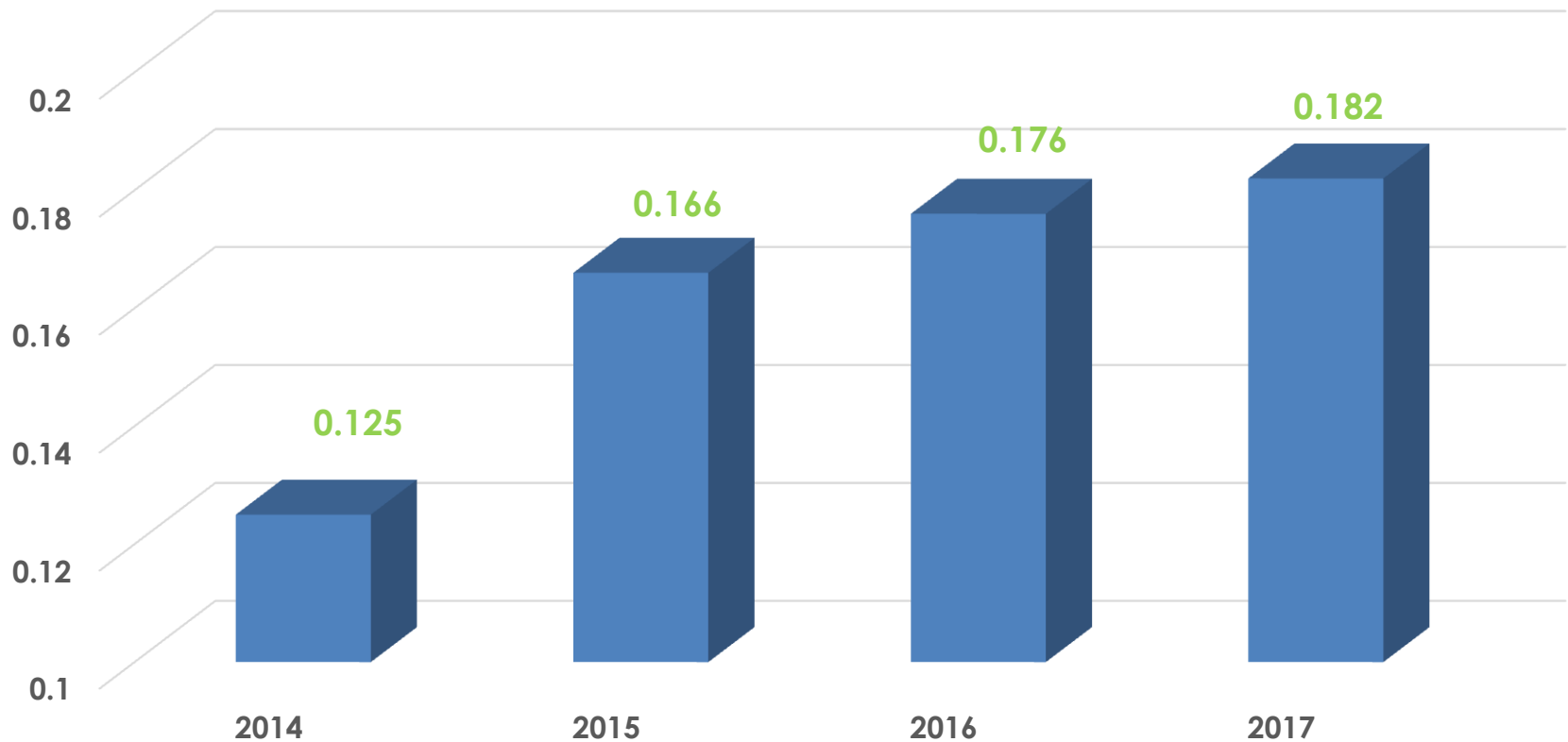
EVALUATION OF ENERGY CONSUMPTION IN EACH AREA / USE PER GUEST NIGHT

Use	YEAR					
	2015		2016		2017	
	m3/Gn	%	m3/Gn	%	m3/Gn	%
Main Building Rooms	0.108	65.344	0.119	67.422	0.123	67.745
Kitchen	0.007	3.967	0.006	3.438	0.009	4.878
Gardens Watering	0.001	0.564	0.001	0.532	0.001	0.552
Pools	0.033	19.934	0.028	16.071	0.030	16.491
Other (WC - Housekeeping morning cleaning)	0.017	10.191	0.022	12.538	0.019	10.334
Total	0.166		0.176		0.182	



WATER CONSUMPTION






Water Consumption per guest (m³/guest night)



OBSERVATIONS ON WATER CONSUMPTIONS

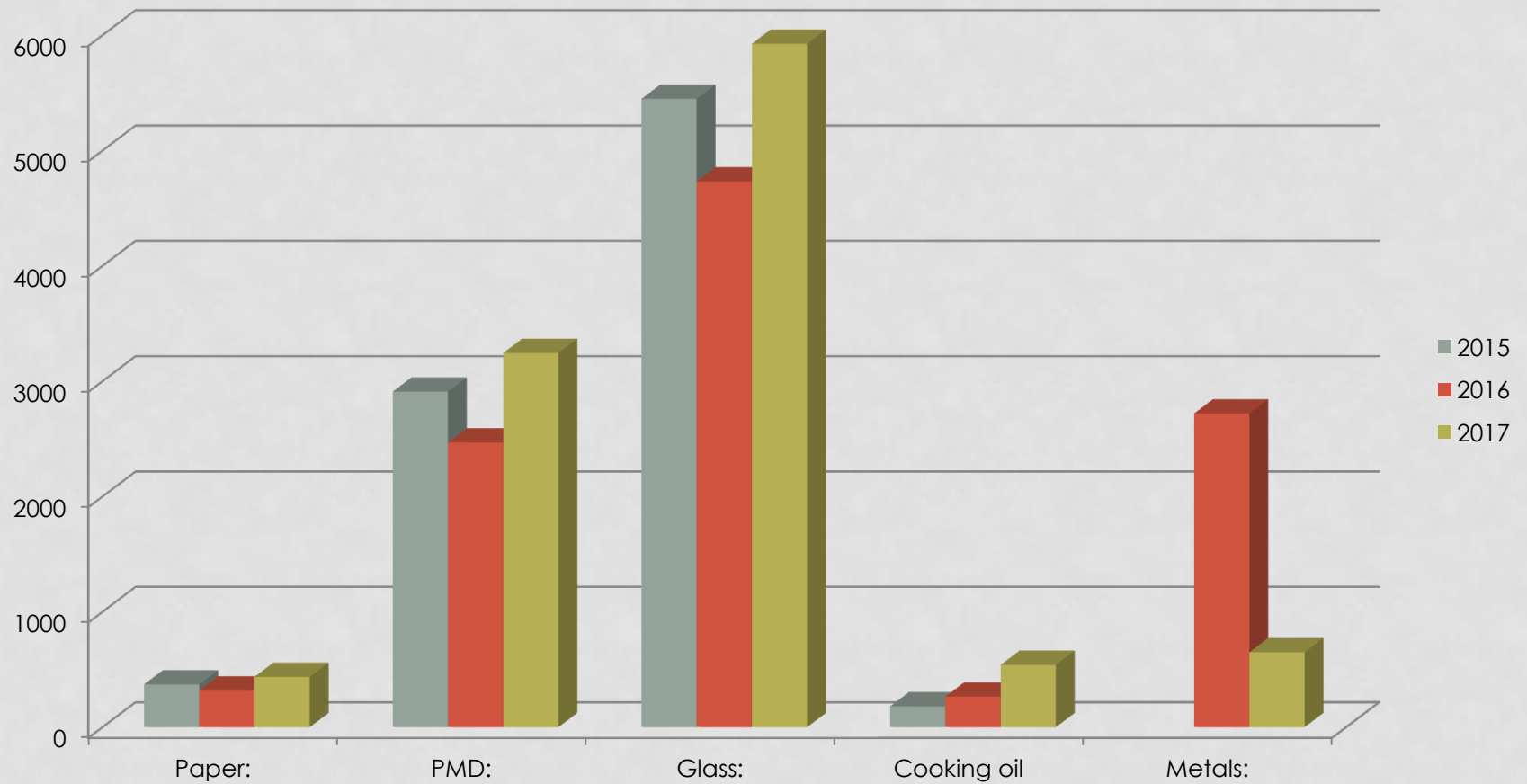
- A small increase was also observed in 2017. In 2016 we had 172lt per guest night but in 2017 we had 182lt per guest per night.
- Main water consumption occurred in the rooms and for the operation of our 3 swimming pools. These two areas consumed 88,3% of our total water consumption for 2017.
- Wcs and morning pool cleaning we had decrease in consumption .

SOLID WASTE RECYCLING

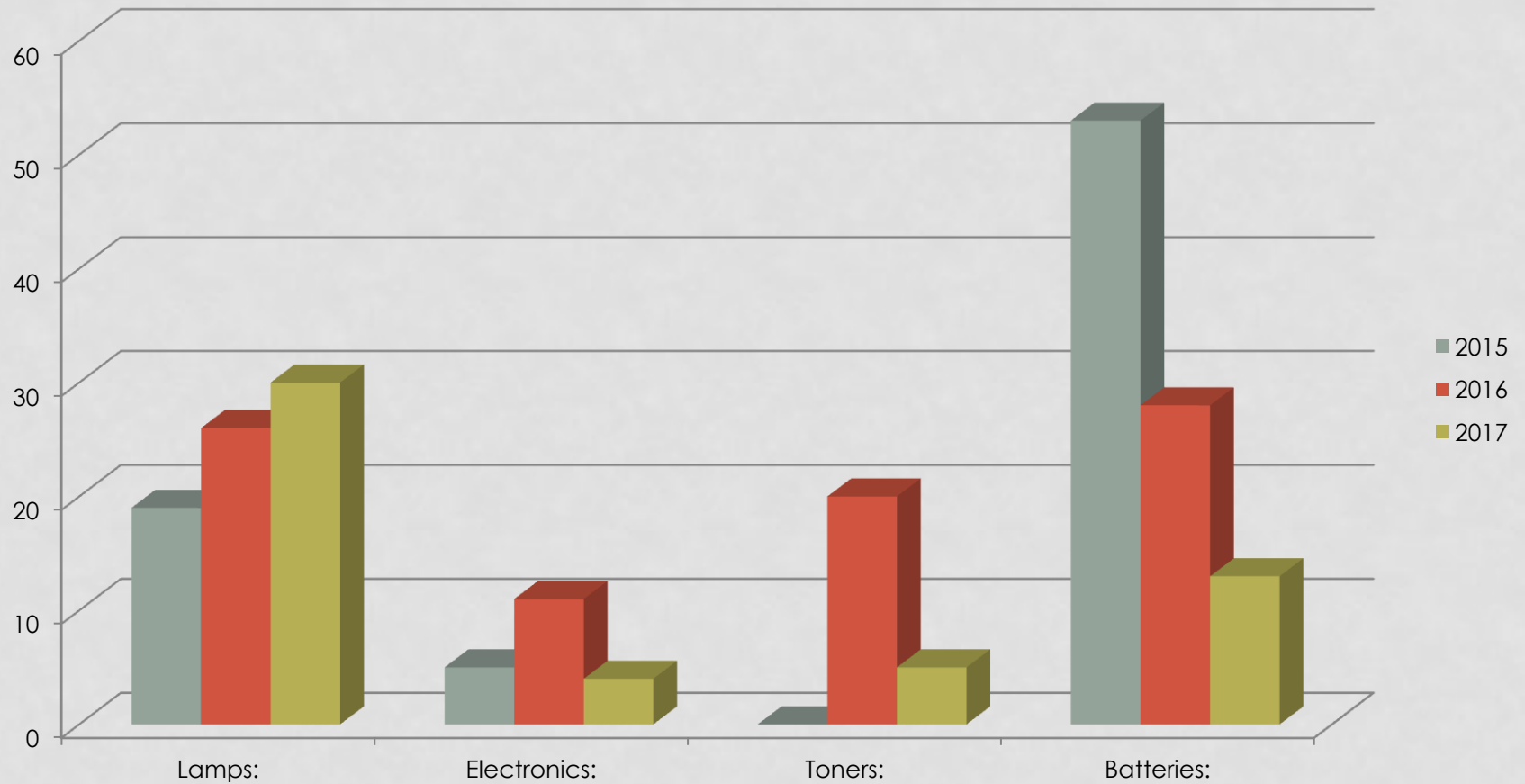
SOLID WASTE RECYCLING	2015	2016	2017
Paper	370	317	436 
PMD	2,909	2468	3244 
GLASS	5,448	4732	5926 
COOKING OIL	180	265	540 
METAL		2720	650
LAMPS	19	26	30 
ELECTRONICS	5	11	4
TONERS	0	20	5
BATTERIES	53	28	13

✓ An impressive increase in recycled solid waste was made in 2017 .

SOLID WASTE RECYCLING



SOLID WASTE RECYCLING



CLEANING CHEMICALS CONSUMPTION

Cleaning Chemicals Consumption per guest (lt/guest)



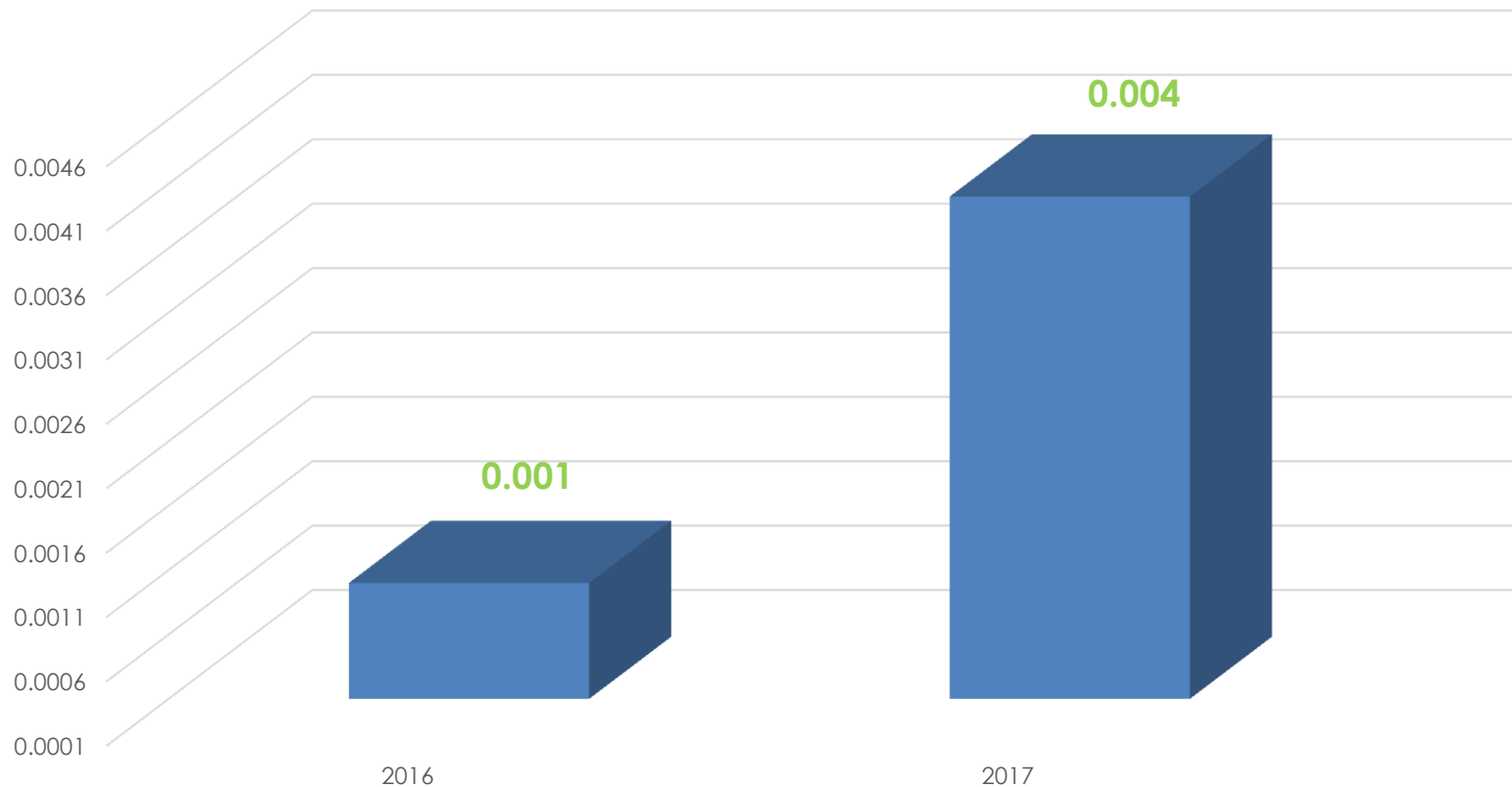
POOL CHEMICALS CONSUMPTION

Pool Chemicals Consumption per guest (Kg/guest)



GARDENING CHEMICALS CONSUMPTION

Gardening Chemicals Consumption per guest (Kg/guest)



AWARDS 2017



You've Earned a
Certificate of Excellence

We're pleased to announce that Senator Hotel Apartments has been recognized with a 2017 Certificate of Excellence, based on the consistently great reviews you've earned on Trip Advisor. Only select businesses receive a Certificate of Excellence.

