

LOUIS NAUSICAA BEACH SUSTAINABILITY REPORT

REPORTING PERIOD: 2021-2023

**Prepared and reviewed by:
Operations Manager Marios Evangelou**





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 NAUSICAA BEACH, Cyprus

The unique resort with island style architecture offers an ultimate location on Protaras and one of the best of the whole island. Built in a wide area of gardens, this property overlooks Fig Tree Bay, one of the best and most popular sandy beaches in Europe. Larnaca Airport is 65km away.

The hotel features indoor and outdoor restaurants including a Greek Taverna, indoor and outdoor bars, 2 outdoor pools, kids pool, fitness centre, spa & wellness centre, kids clubs, an original kids playground, volleyball court, table tennis and a panoramic amphitheatre offering daily evening entertainment shows for both adults and children.



Renovation 2024



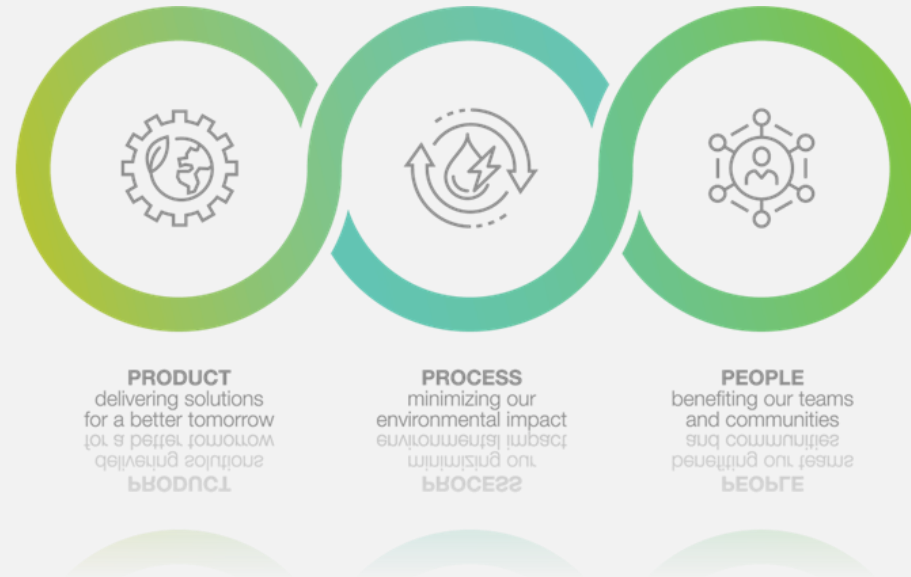
The renovation of Nausicaa Beach hotel ushers in a new era of design and comfort. The lobby, now adorned with a modern design, boasts an outdoor veranda for a seamless blend of indoor-outdoor living and an amazing view of the blue Mediterranean sea. The addition of inspirational desks equipped with tablets caters to both productivity and leisure. The snackeria area is fully revamped with an intimate design, featuring new show cooking stations where guests can enjoy a vibrant street food concept.

The main restaurant, now renovated, features partitions enhancing privacy and sound-absorbing panels for an intimate dining experience. A new live cooking station in the center of the restaurant invites guests to savour the very best of local and international cuisine. Fitness enthusiasts will appreciate the state-of-the-art gym equipment, while the pool and gardens offer a tranquil retreat with new sunbeds and umbrellas, elevating the overall guest experience to new levels.

LOUIS nausicaa beach

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 NAUSICAA BEACH 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 Nausicaa Beach 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 Paralimni Municipality & 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

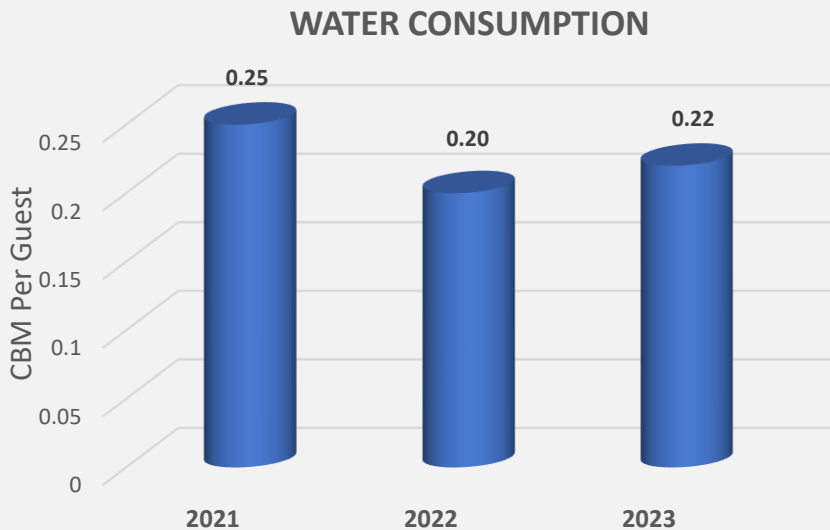
- Guest rooms are supplied with automatic mechanism (key) switching off lights when leaving the room. Heating & AC do not function if balcony doors are open. Monitoring and adjusting temperatures of AC/Heating in public areas.

6

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



WATER CONSUMPTION COMPARISON



	2021	2022	2023
Water Consumption (M ³ PPPD)	0.25	0.20	0.22
		KPI 2021 - 2022 0.24	KPI 2022 - 2023 0.19

Our targets have been met for 2022 but not for 2023. Because of the pandemic, the hotel was closed for the period of:

2021: April

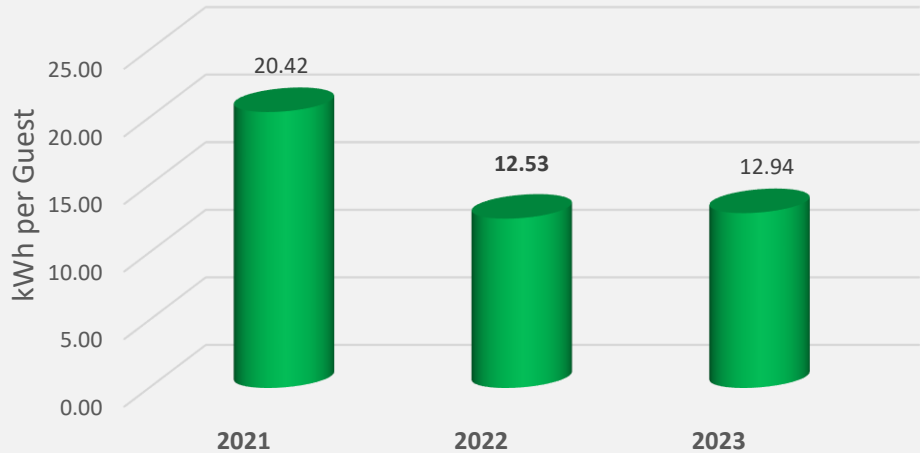
Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Water Consumption:

- 2021:** 11,825 m³
- 2022:** 19,998 m³
- 2023:** 22,803 m³

ELECTRICITY CONSUMPTION COMPARISON

ELECTRICITY CONSUMPTION



	2021	2022	2023
ELECTRICITY CONSUMPTION (KWH PPPD)	20.42	12.53	12.94
		KPI 2021 - 2022 20.01	KPI 2022 - 2023 12.28

Our targets have been met for 2022 but not for 2023. Because of the pandemic, the hotel was closed for the period of:

2021: 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.

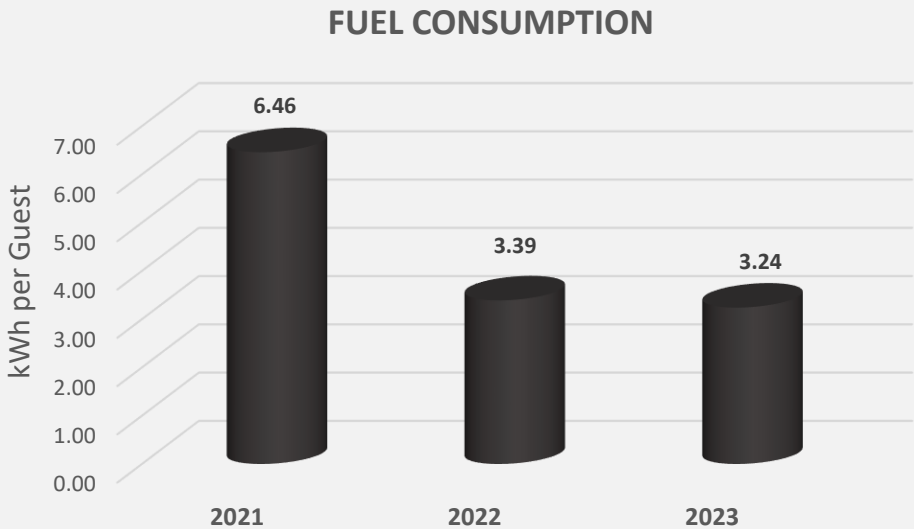
Total Electricity Consumption:

2021: 966,475 kWh

2022: 1,270,394 kWh

2023: 1,368,818 kWh

FUEL CONSUMPTION COMPARISON



	2021	2022	2023
FUEL CONSUMPTION (KWH PPPD)	6.46	3.39	3.24
		KPI 2021 - 2022	KPI 2022 - 2023
		6.33	3.32

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

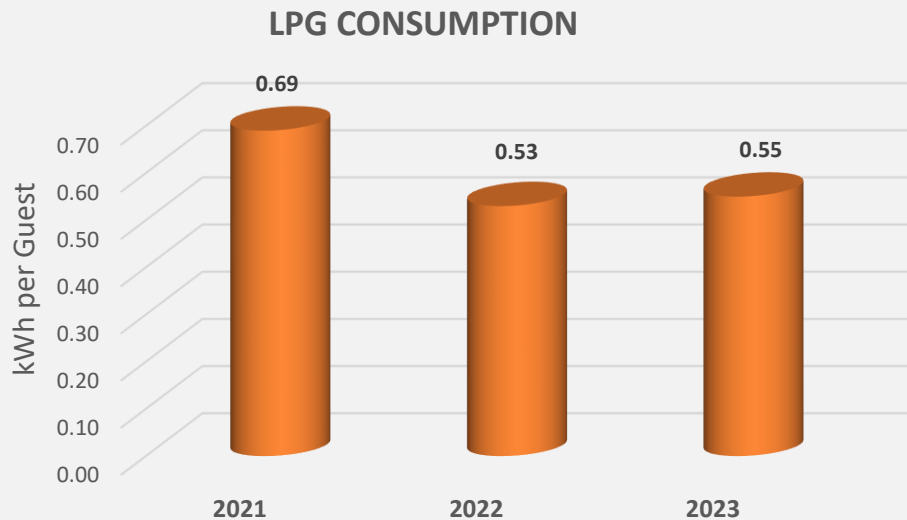
2021: April

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:** 305,568kWh
- 2022:** 343,212 kWh
- 2023:** 342,884 kWh

LPG CONSUMPTION COMPARISON



	2021	2022	2023
LPG CONSUMPTION (KWH PPPD)	0.69	0.53	0.55
		KPI 2021 - 2022 0.68	KPI 2022 - 2023 0.52

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

2021: 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:

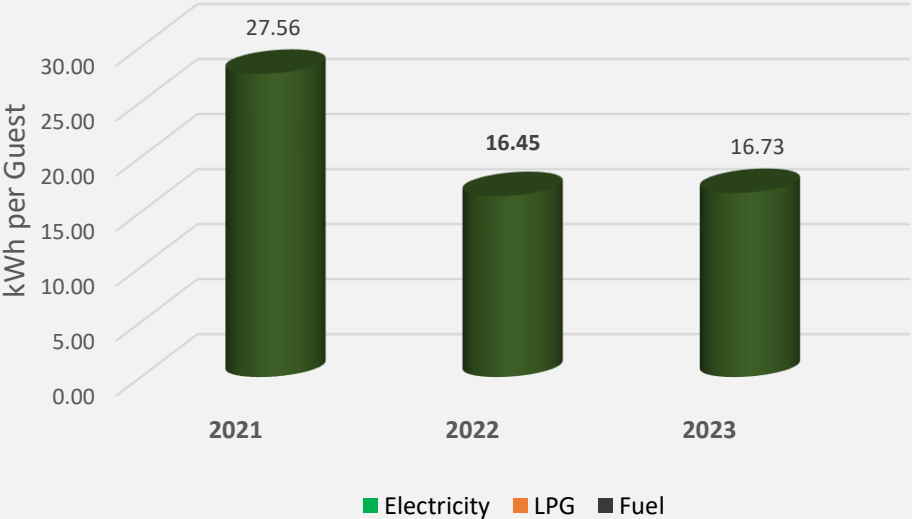
2021: 32,722 kWh

2022: 53,934 kWh

2023: 57,885 kWh

TOTAL ENERGY CONSUMPTION COMPARISON

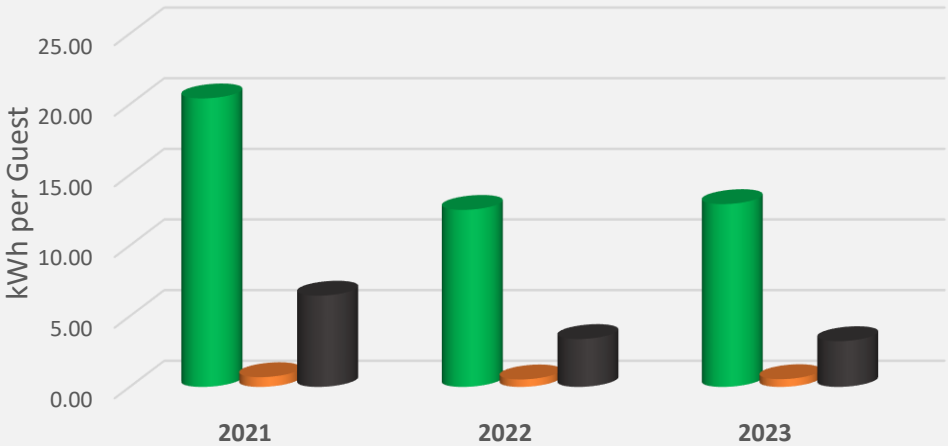
TOTAL ENERGY CONSUMPTION



	2021	2022	2023
TOTAL ENERGY CONSUMPTION (KWH PPPD)	27.56	16.45	16.73
		KPI 2021 - 2022	KPI 2022 - 2023
		27.01	16.12

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

2021: April

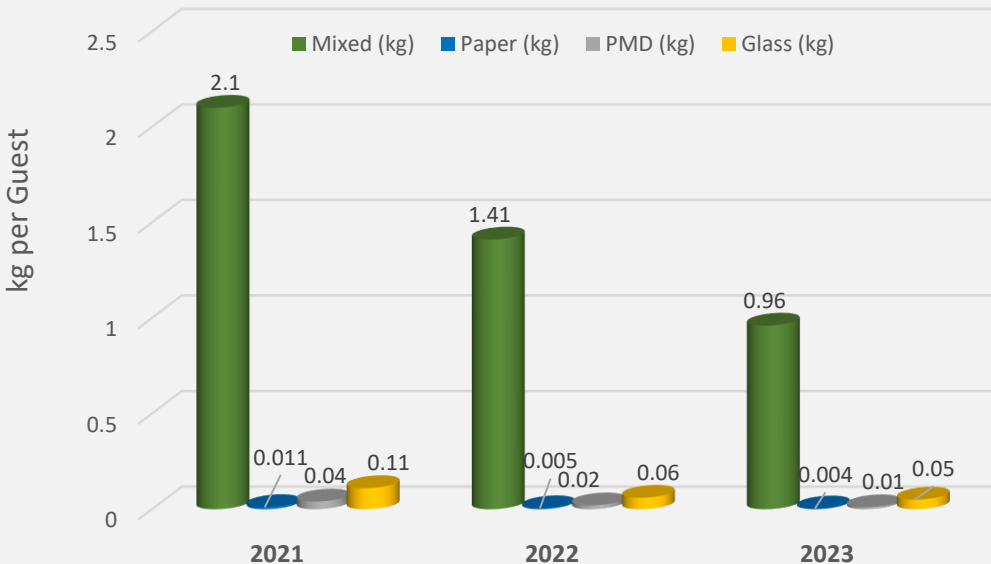
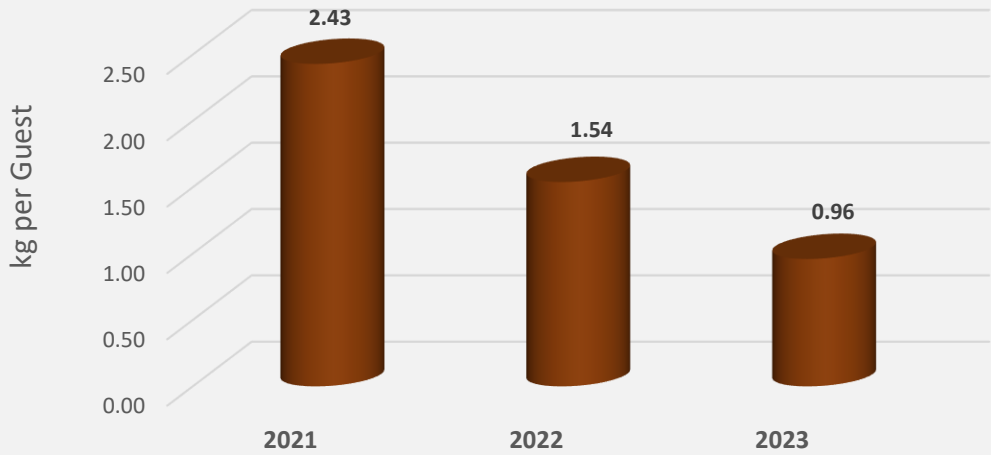


Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Energy Consumption:
2021: 1,304,795 kWh
2022: 1,667,540 kWh
2023: 1,769,587 kWh

WASTE PRODUCTION COMPARISON

WASTE PRODUCTION



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

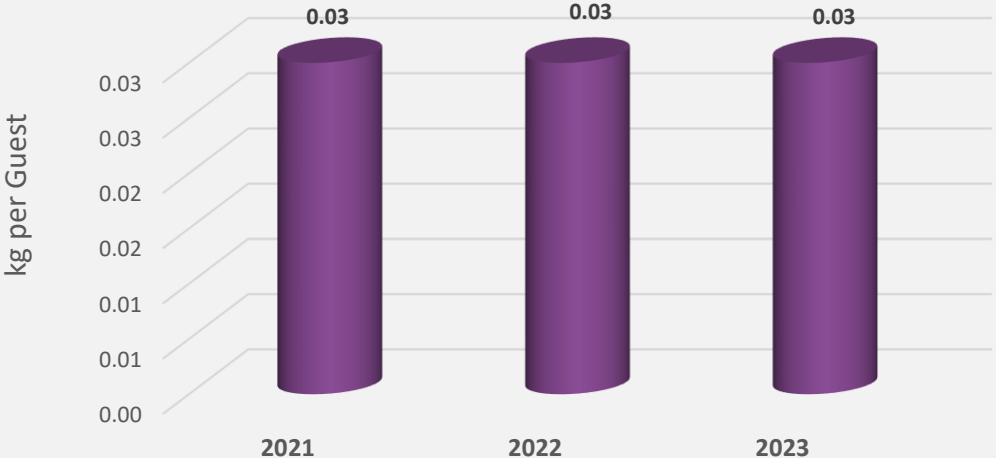
2021: 70.61 tons

2022: 107.81 tons

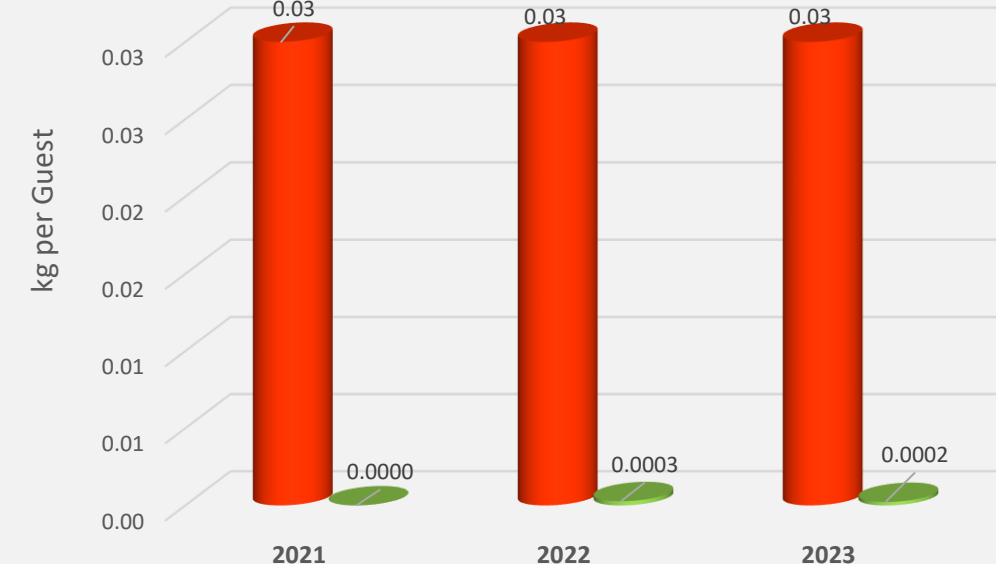
2023: 73.07 tons

HAZARDOUS WASTE RECYCLING COMPARISON

HAZARDOUS WASTE RECYCLING



UCO (kg) Batteries (kg)



	2021	2022	2023
HAZARDOUS WASTE RECYCLING (kg PPPD)	0.018	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:

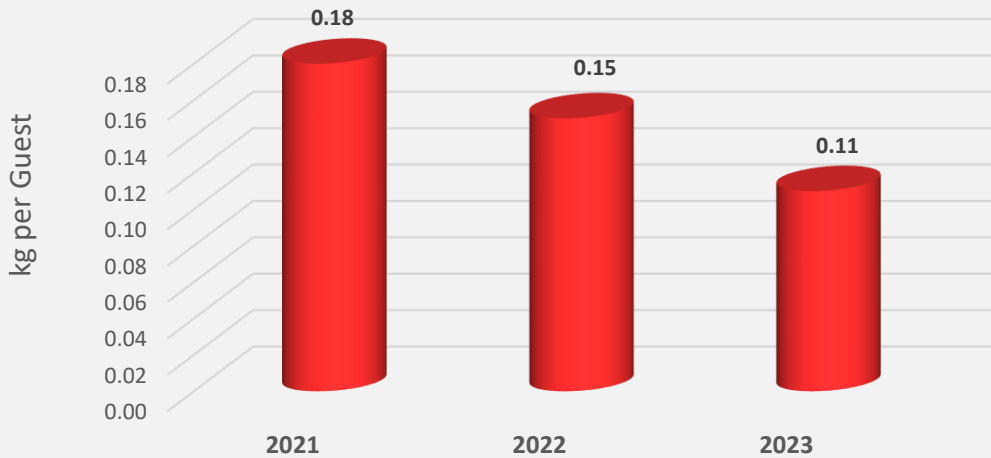
2021: 1140 kg
 2022: 2300 kg
 2023: 2300 kg

Total Batteries Recycled:

2021: 25 kg
 2022: 25 kg
 2023: 25 kg

CHEMICALS CONSUMPTION COMPARISON

TOTAL CHEMICALS CONSUMPTION



	2021	2022	2023
TOTAL CHEMICALS CONSUMPTION (kg PPPD)	0.18	0.15	0.11
KPI 2019 - 2021	0.13	KPI 2021 - 2022	KPI 2022 - 2023
		0.17	0.14

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

2021: April

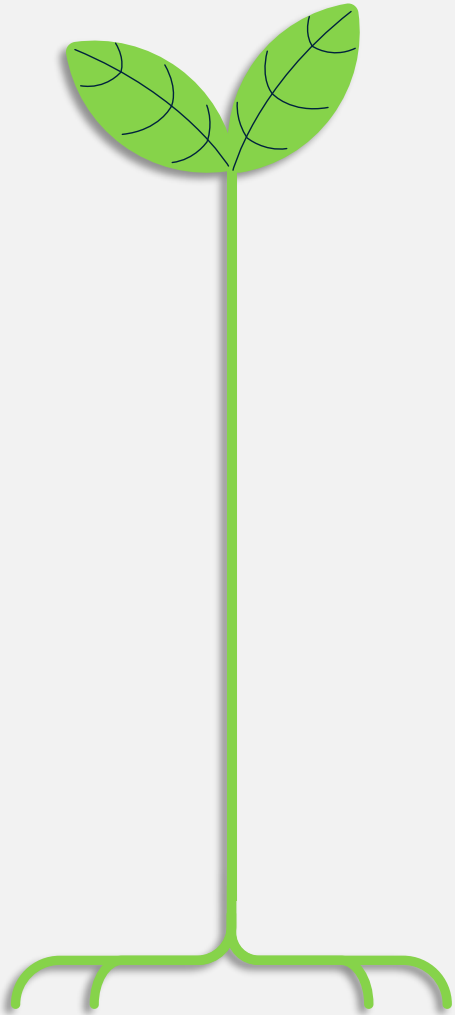
Due to the number of bed nights during the years of the pandemic being significantly lower in comparison to previous years, for 2022 and 2023 we have set new targets based on the pre-covid years.

Total Chemicals Consumption:

2021: 8,613 kg

2022: 15,269 kg

2023: 12,100 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



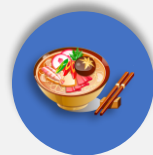
Paper Reduction

- 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 2020, 2019, 2018, 2016. It is also received Travelers' Choice 2022 and 2023
- TUI Global Hotel Awards 2024
- Travelife for Hotels & Accommodations Gold award (2019-2021 Travelife)





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	27.56	16.45	16.73

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

Water consumption			
Indicator	2021	2022	2023
(CBM / guest night)	0.25	0.20	0.22

Chemical Consumption			
Indicator	2021	2022	2023
Kg/guest night	0.18	0.15	0.11

Objectives and Outcome for 2023

YEARLY OBJECTIVES

#	WHAT IS THE OBJECTIVE?	Performance	OUTCOME
1	Reduce energy consumption below 16.12 kWh per guest night	16.73 Kwh per guest night	Not Achieved *
2	Reduce water consumption below 0.19 m ³ per guest night	0.22 m ³ per guest night	Not Achieved *
3	Reduce waste below 1.51 kg per guest night	0.31 Kg per guest night	Achieved
4	Reduce chemicals consumption consumption below 0.14 kg per guest night	0.11 kg per guest night	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 energy consumption, water 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
- Add sensors to room windows
- 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

- 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

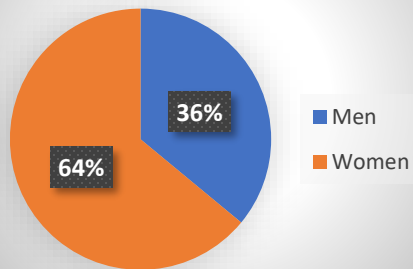


2) EMPLOYEES: Employee involvement and equality

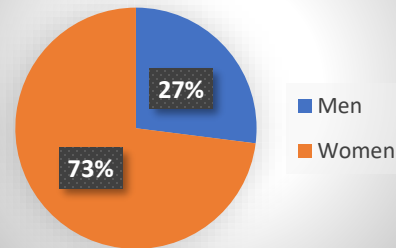
EMPLOYEES

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

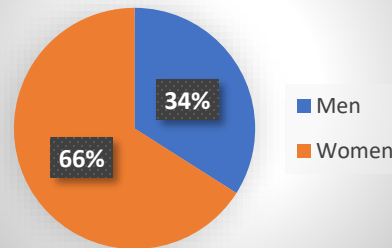
2021



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 nausicaa beach

THANK YOU!

Date: 25/03/2024

Approval:

Signature: