

TUI FAMILY LIFE  
NAUSICAA BEACH

TRAVELIFE  
SUSTAINABILITY REPORT  
2018



## **TRAVELIFE SUSTAINABILITY REPORT 2018**

### **TUI Family Life Nausicaa Beach**

The TUI Family Life Nausicaa Beach is very proud with its sustainability progress and activities. Over the last few years, the hotel has managed to maintain and improve in various areas thanks to its employees' efforts and loyalty towards the environment, the respect towards human rights, as well as promotion and support to the local community.

This report shows the progress of our hotel has made in 2018, against our Sustainability goals and target in: 1) Environmental, 2) Labour & Human Rights, 3) Community Engagement and 4) Quality and Assurance. The last report was circulated on April of 2018

This report is prepared to keep up-to-date the hotel's senior management team, the hotel's employees, the guests, the tour operators, the suppliers, the local community and others.

## **1. ENVIRONMENT**

### **1.1 ENERGY**

Various actions were taken to reduce the consumption of electricity. These actions include but are not limited to:

- All high cost and high energy light bulbs used in the past have been replaced with low energy & LED.
- Outdoor areas lights are controlled with an automatic timer system.
- Electricity in the apartments is activated through magnetic keys. All electrical facilities and air-conditioning is deactivated when the magnetic key is off. Air-conditioning also deactivates when balcony doors and windows are open.
- Walk-in cold rooms are equipped with entrance curtains
- Old equipment has been replaced with new, of better energy classification
- Solar panels have been installed to heat the water
- Monitoring and adjusting temperatures of air-condition of the public areas.
- Preventive maintenance of all machinery as per the annual maintenance program in order to reduce energy loss through faulty equipment
- Staff training to report any faulty equipment etc.
- Information to staff on how to reduce the consumption of gas and diesel through careful procedures when using equipment i.e. kitchen ovens etc.
- Recordings of electricity, gas & diesel consumption and ways to identify wastages, extraordinary consumption

## **CONCLUSION & TARGETS**

Compared to last year, in 2018 the consumption of electricity, fuel and gas decreased to 1278200 kWh from 1300484 kWh compared to 2017. However, the average consumption per guest increased by 1.15% (12.7 kWh in 2018 compared to 11.09 kWh in 2017).

The cause of increase was the total decrease of occupied beds by 16700. The target for 2019 is to drop 1-1.5% the above figures.

## 1.2 WATER

We tried also to control the consumption of water in various ways:

- Lower water flow at all water outlets
- Toilets are equipped with low flush buttons
- Hot water constantly circulates in the hotel
- Public area showers work with push buttons for up to 15 seconds
- Beach towels and bedroom linen are changed every 3 days
- Guests are encouraged to reuse their bath towels and save water
- Replacement of irrigation network and equipment
- Regular recordings of consumption of water
- Grey water is disposed to the public sewage treatment lagoon system etc.

### CONCLUSION & TARGETS

Compared to last year, in 2018 the water consumption increased to 22223 m<sup>3</sup> from 21540 m<sup>3</sup> compared to 2017. However, the average consumption per guest increased by 1.2% (0.22m<sup>3</sup> in 2018 compared to 0.18m<sup>3</sup> in 2017).

The cause of increase was the total decrease of occupied beds by 16700. The target for 2019 is to drop 1% the above figures.

## 1.3 WASTE

Waste minimization also plays a significant role into our environmental action. To do so:

- We recycle glass, paper, cardboard, plastic, metal, batteries, used cooked oil (UCO), light bulbs, electric devices and organic (Food).
- We use reusable polycarbonate cups instead of disposable plastic cups
- We purchase in bulk where possible
- We own recycling bins positioned in most of the public areas in order to promote recycling culture
- We re-use destroyed linen as cleaning rags
- Our new food court consists mostly of instantly prepared food, hence wastage is avoided.

### CONCLUSION & TARGETS

Up to 2018

- Solid waste: 116550 Kg
- Recycling of paper: 10000 Kg, GREEN 33000Kg, GLASS 10000Kg, U.C.O: 1470 Kg, P.M.D 3500Kg, BATTERY 24Kg, ORGANIC (FOOD): 4500Kg.
- Collected

## 1.4 CHEMICALS

The hotel has adopted the policy in purchasing eco-friendly cleaning chemicals biodegradable and staff is trained for appropriate use.

We also keep records of all chemicals' details incl. consumption and storage quantities. The total chemical consumption for the year 2018 was 13134 Kg. Also, we kept info about hazardous & non-

hazardous ones. Staff are trained to take all precautions when dealing with them using the required protective measures and knowing their correct use.

### **CONCLUSION & TARGETS**

Our target was to minimize the consumption of chemicals as much as lower. We will achieve with continuing staff training. Also, our aim to have zero incidents of spillages as well as accidents involving employees (and guests) and chemicals. No incidents were recorded during the last couple of years.

## **2. PURCHASING**

Whilst ensuring a wide range of high-quality products, our hotel purchases and promotes local market suppliers. 90% of our suppliers are from the local market. This will help us reduce CO2 emissions from transportation of products from abroad.

Additionally, prior to every purchase of electrical equipment, we consider buying equipment that are energy efficient. We have also asked our head offices' purchasing department to consider and supply us in bulk so as to reduce waste of cardboard and plastic.

### **CONCLUSION & TARGETS**

Our goal for 2019 is to keep our percentage of our local suppliers at the previous years.

The above mentioned actions have helped our scope and subsequently improved the awareness of sustainability with matters related to purchasing.

## **3. COMMUNITY**

Our hotel is committed to working with local businesses, agencies, churches and organizations who believe in building strong communities. We therefore:

- Recruit local people and people who live locally to help money circulate within the community and discourage locals to seek for jobs abroad
- When possible we participate in fundraisings, or/and donate food or equipment we no longer use
- We promote to our guests the 'Cyprus Breakfast' and various traditional culinary options at meals as well as we organize Cyprus themed buffet and Cyprus dance evenings
- Our all-inclusive drinks package involves mostly locally produced alcoholic / non- alcoholic drinks
- Local events and businesses are permitted to promote their services and products for free (flyers, brochures)

### **CONCLUSION & TARGETS**

In 2018, they are working with us 113 employees. The 52% of our staff were women and the rest 48% were men. 51% of our staff they are local-residents.

The hotel aims and will continue to aim to assist and support the local community with every possible way.

#### **4. HUMAN RESOURCE**

Our hotel adheres to the rules and regulations of Cyprus' employment law. We do not discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information. Because of this:

- We recruit regardless of gender, age, race, nationality, religion, or/and disability
- We recruit people of the minimum age required by law
- Our new employees have an induction (hotel policies, health & safety, job training) and provided with the company's Codes of Conduct booklet
- When there is the begging of season, we try to promote from within – 70% of our Management team have been promoted internally from both the hotel and the Louis Hotel Group
- We also aim to re-employ our staff every year – 70% are repeat employees
- All employees are entitled to benefits (i.e. social insurance, annual leave, sick leave, uniforms, meals on duty, join the Hotel Unions).

#### **CONCLUSION & TARGETS**

During 2017/8, there have been no cases of complaints related to employment and human rights nor any differences with employees regarding mistreatment and unfair dismissals. The 65% of our employees returned back every year. Targets for zero cases with human resource related issues have been successfully achieved.

#### **5. HEALTH & SAFETY**

We try to adhere to all Health and Safety at Work regulations as we wish to ensure the safety and welfare of all of our employees. We provide to all employees the necessary tools to work in a safe environment; these may include training seminars on safety and health, related information leaflets and guidelines, various safety equipment to work with as well as 'safety data sheets' of chemicals etc. Several other publications such as the 'Evacuation & Emergency Plan', 'Louis Hotels manuals', the 'Codes of Conducts handbook' etc. are also given to staff and are available to read and use.

Furthermore, we apply rules on personal appearance and hygiene, we provide staff food with the best possible food options as well as changing rooms / shower rooms.

With regards to accidents and illnesses [involving both guests and employees], we record all kind of accidents/illnesses no matter how important they are, and we take immediate corrective actions to prevent them from happening again. An analysis of all accidents and illnesses is done twice a year in order to study their nature, frequency, cause, location etc. Preventive actions are taken when necessary and if possible.

#### **CONCLUSION & TARGETS**

During 2018 we recorded 14 accidents, our targets on Health & Safety are ongoing and remain the same; we want to provide the safest environment to both guests and staff with zero accidents and zero illnesses occurring around the hotel's premises. When these occur though, we evaluate and investigate each and every incident so as to take all the right corrective actions in order to prevent them from happening again and/or to stop any possible spread of an infection. During 2018 we recorded 14 accident

## **6. GRIEVANCE & DISCIPLINE**

All members of staff may discuss any issues and personal complaints with their Head of Departments. If they feel that their issue and/or complaint was not resolved, after meeting with their department head, they are free to ask to meet with the Hotel Manager. Staff need to feel comfortable with their colleagues and supervisors, and furthermore at their workplace, therefore meeting with their head of department and the hotel management is made easy for them.

Disciplinary penalties / warnings are given/issued by the Department Heads. In case of minor wrong doing, the employees are issued with a verbal warning. Repeating or in case of another minor wrong doing, will lead to a written warning. Whilst issuing a warning, the employee is explained why he or she is receiving the said warning so as to understand his/her wrong doing in order to avoid repeating it in the future. If this continues, and after issuing a 3<sup>rd</sup> written warning, employees are dismissed from the hotel. Every time an employee is issued with a warning, the employee's trade union representative is copied with the warning.

In case of serious wrong doing (i.e. stealing, abusing/bullying colleagues or guests, etc.), the employee will be dismissed on the spot with no warning.

At the beginning of their employment, all employees are issued with the 'Codes of Conduct' handbook; all information related to employment conditions, disciplinary rules and regulations, "do's" and "don'ts" etc. are mentioned on the said handbook so as employees read and understand the same.

### **CONCLUSION & TARGETS**

We aim to provide our employees with a friendly and comfortable environment to make it as enjoyable and safe as we can.

## **7. CHILDREN PROTECTION**

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 and are also encouraged to report to the hotel's management when they notice one. The management in return will immediately report the incident to the local child protection authorities whether they originate from guests or employees. Our hotel and its employees can not under any circumstance tolerate such incidents.

### **CONCLUSION & TARGETS**

We did not notice neither we have been informed about any such incidents. We aim to continue protecting children by training our staff, so as to be able to identify any kind of abuse and subsequently report the same at the local authorities.

Παρακαλώ, όποιος επιθυμεί να διαβάσει την έκθεση Βιωσιμότητας για το ξενοδοχείο Ναυσικά μπορεί να επικοινωνήσει μαζί μας στο email: [nausicaa.reservations@louishotels.com](mailto:nausicaa.reservations@louishotels.com).