

NissiBlu

BEACH RESORT

NISSIBLU BEACH RESORT

WELCOME

We are delighted to welcome you to NissiBlu Beach Resort!

Our hotel proudly meets the highest international standards, holding certifications in Quality Management (ISO 9001), Health and Safety (ISO 45001), and Food Safety (ISO 22000). We are also honored to have achieved the Travelife Gold award for sustainability.

We invite you to support our ongoing efforts by participating in our sustainability initiatives and adhering to our guidelines during your stay as well as during your cooperation with us – for our esteemed employees, suppliers and subcontractors-. Your cooperation is essential in helping us achieve our environmental and social goals.

We are proud to present our first sustainability report, highlighting our hotel's performance 2022 – 2023, along with our goals for 2024. Moving forward, we will publish this report annually to keep you updated on our progress.

If you have any suggestions on how we can further improve our sustainability practices, please feel free to share them with us at quality@nissiblu.com.

Should you require a copy of this information in Greek, don't hesitate to ask.

ABOUT US

Welcome to **NissiBlu Beach Resort**, a luxurious 5-star escape located in the heart of Ayia Napa, Cyprus, right by the iconic Nissi Beach. With its crystal-clear waters and golden sands just steps away, our resort offers the perfect setting for an unforgettable Mediterranean getaway.

At NissiBlu, we pride ourselves on providing guests with unparalleled comfort, elegant accommodations, and world-class amenities. Whether you're here for a romantic escape, a family vacation, or a relaxing solo retreat, you'll find everything you need for a memorable stay. Our rooms and suites are designed to blend modern sophistication with stunning sea views, offering a serene retreat after a day of sun and exploration. Our resort features a variety of dining options, from Mediterranean delicacies at our gourmet restaurants to casual beachside bites. We also offer a fully-equipped fitness centre, a luxurious spa with a range of treatments, and both indoor and outdoor swimming pools. For those looking to explore, Ayia Napa's lively nightlife and cultural attractions are just a short distance away.

At NissiBlu Beach Resort, we are committed to sustainability and minimizing our environmental footprint, without compromising on the luxury experience. We aim to combine eco-friendly practices with exceptional hospitality, ensuring that your stay not only delights you but also contributes to preserving the beauty of our surroundings.

We look forward to welcoming you to our little piece of paradise!

IMS POLICY

The management and staff of Nissiblu Beach Resort, consider quality and safety of our service, a top priority and an integral part of our corporate business principles. It is the commitment of the top management as well as staff to ensure the quality, safety & hygiene of our products, to meet the expectations of our customers, to manage our environmental aspects and contribute to the protection of the environment, prevention of pollution, while implementing Circular Economy Practises, as per corresponding appendix and ensuring preparedness and response during crisis.

Furthermore, we ensure the provision of a healthy & safe and secure environment free from occupational incidents, accidents and illnesses for our employees, our customers, our partners and anyone that may be affected by our processes, while we comply with all EU and national legislative requirements. At the same time, we act in full respect for human rights and treat all guests, visitors, suppliers, subcontractors, staff equally and with respect, without discriminating, regardless of age, sex, religion, nationality, political opinion, culture, sexual orientation, mobility or mental weaknesses and failures, economic or social status.

The success of our objectives requires the involvement of all of us and the perception of the limits of everyone's responsibility. In this context, Nissiblu Beach Resort is developing an Integrated Management System and has been certified with the sustainable award Travelife Gold and with the international standards of ISO 9001, ISO 45001 and ISO 22000. Through the implementation of the Integrated Management System (IMS), the hotel seeks to exceed the compliance with relevant legal requirements, to identify and meet the requirements of our customers, to act within both national and European legal frameworks and to continuously improve our products and services and the effectiveness of our processes, while at the same time we are committed to:

- **comply with** existing legislation at both national and European level and in particular the laws, regulations and directives related with food safety and hygiene, environmental practises, occupational safety and health as well as security issues.
- **inform, educate and encourage** all staff and partners for their active involvement in quality, food safety & hygiene issues, occupational health & safety and security issues, as well as in environmental protection and sustainability activities while we provide adequate and appropriate resources, infrastructure, equipment, science and human potential.
- **allocate** duties for food safety & hygiene, environmental, health, safety and security issues through appointing competent persons with particular responsibilities and through associated manual documents and records.
- **introduce** systematic identification, evaluation and control of all environmental aspects and impacts at the hotel as well as risks related to general activities that may affect among others the food safety & hygiene, the occupational safety and health as well as the security and safety of our staff, guests and any third person who may be affected by our activities.
- **act** as such so as to minimize and safely dispose waste generated by the hotel, applying best available techniques, recovery techniques, reuse and recycle wherever possible
- **establish, document and review** our measurable quality, food safety, environmental sustainability targets and programmes as well as the preventive occupational safety, health and security performance indicators & targets
- **inform** guests, visitors, staff, suppliers and contractors working with the hotel for the Hotel's IMS Policy (Quality, Environmental, Food Safety Policy, Occupational Safety and Health and Security Policy), the sustainability and community policy, the staff care policy and the child protection policy, while promoting and ensuring that they all comply with.
- **establish and maintain** an open and creative relationship of trust with the local community and the general public
- **aim** for continuous improvement of performance of the above through the Integrated Management System the effectiveness and appropriateness of which will be reviewed at least annually.

The Policy of the Integrated Management System of Nissiblu Beach Resort will be publicly available, implemented and maintained at all levels of the organization, whereas it will be reviewed and amended periodically by the management so as to ensure suitability of the organization's role on the above sectors.

COMMUNITY AND SUSTAINABILITY POLICY

We, Management and Staff alike of the Nissiblu Beach Resort, are committed to ensure that any of our actions have a positive impact on the local residential and business community, while at the same time through our actions we aim to protect our local traditions. In this respect we are working to ensure positive social and economic impact and where this is not possible, to minimize them to acceptable levels. Our main objectives relating to society and our responsibility towards it, are directly connected with the following:

1. **Certifications**

- **Travelife Award:** In our efforts for the satisfaction of wider sustainability criteria, including socio-economic impacts and staff welfare, we have implemented Travelife's requirements and obtain the Gold award.
- **ISO 22000:** Food Safety and Hygiene being one of our top priorities, we fully comply with the national and EU regulations thus have assessed the potential risks related to the food handling chain in our hotel, have identified the Critical Control Points and have created a monitoring and control plan to ensure that they do not exceed critical limits. At the same time, we ensure that all food handlers conform with the applicable rules and policies in terms of safety and hygiene of food and personal hygiene. To this end our hotel has been certified with the international food safety and hygiene standard ISO 22000.
- **ISO 9001:** Alongside with the above management systems we have fully incorporated quality management procedures in accordance with the requirements of the international standard ISO 9001, through which we aim to identify and satisfy our customers' requirements, while we will be acting within the national legal framework and we will continuously be improving our products and services, and the effectiveness of our processes. To this end we have certified our quality management system according to ISO 9001 requirements.
- **ISO 45001:** Occupational Safety & Health, being an integral part of our legislative obligations, is also applied while we aim to supersede the compliance with the relevant OH&S legislation thus, we have included security issues that may affect our staff, guests and any third party affected by our activities. Considering that the primary goal of our company is to maintain a secure, safe, and healthy workplace free from accidents or occupational diseases both for our guests in and partners, our employees and those who may be affected by our operations, we have integrated the requirements of the international standard ISO 45001 and the hotel has been certified with ISO 45001

2. **Promotion of responsible tourism in the area**

- The hotel's management fully supports responsible tourism in the area of Ayia Napa thus is in continuous communication with local authorities and the Cyprus Hotel Association and is kept informed at all times on issues relating to the improvement of the residential and business community both financially and socially. In addition, it actively participates and promotes any organized events related with Cyprus's Local Traditions.

COMMUNITY AND SUSTAINABILITY POLICY

3. Purchases

- Our policy is to give priority to:
 - Products from the local community, ensuring the quality and safety of our products, avoiding transport, and helping to reduce CO2 emissions.
 - Small business suppliers to enhance the local community and economy, who operate environmental standards in regard to production and packaging and who help and are present in the local community, and act to help maintain jobs and local traditions and customs
 - Products that are made from recycled products, are sustainably produced, energy efficient and water saving, delivered in less packaging and bear a Fair Trade/Organic/FSC/MSC label.

4. Employment

- Recognizing the importance of long-term support of the local community, our company's policy regarding employment is prioritizing the employment of local population. In this respect the majority of wages will be spent locally and the chain of other businesses in the community will be helped, therefore the viability of our community will be supported and enforced, which is part of our unique newly developed hospitality product.
- Recognizing the responsibilities and our obligations regarding the employment of young people (children and adolescents) we fully comply with our obligations under the UN Convention on the Rights of the Child (ILO C182 & ILO C138) and the national legislative requirements.
- Recognizing the right of association, we provide our employees with the right to be members of Unions as well as meet during their work to discuss issues that concern them without the involvement of the management of our hotel while we ensure excellent working conditions and protection of human rights.
- Commitment to equal opportunities and will not excluded or show favour to specific groups of people during our recruitment processes. This includes, but not limited to, excluding or showing favour to people based on their race, nationality, religion, gender, sexuality or disabilities.

5. Donations and Charity Actions

- It is the policy of our hotel to organize events and actively contribute and support charitable actions, associations, foundations and any social events through donations or active participation. Our first sustainability and community report will be issued at the end of 2024.

6. Community Integration

- Fair play, ethical values and virtues being our aim, we believe that all the employees regardless of color, nationality, sex, religion, political, economic, physical or mental status have the same rights and should be treated in the same way as all are part of our team and our vision. Further everyone, top management, management and employees respect human rights and are committed as to ensure respect and protection of minorities and vulnerable groups such as children, teenagers and women, from all forms of discrimination, abuse, exploitation and violence, including sexual exploitation. There is a procedure in place as per which we are able to identify and handle any incidents while following reporting them direct to the management of the hotel so as to proceed with the necessary discreet investigation and actions with the local authorities if required. In this respect any of our employees, esteemed guests or other stakeholder may contact us at 23 200500 and may ask for the hotel manager who would undertake any cases as such or report it directly to the Social Services/ Police at 00357 23803030.

This policy will be reviewed and updated annually to reflect changes in legislation, technology, and company practices.

COMMUNITY AND SUSTAINABILITY EVENTS



Unite for a Cleaner Cyprus
Tourism Cares



We celebrate the World Tourism Day with an impactful initiative focused on combating littering in Cyprus.
Join us and make a difference!

Date: Tuesday, September 24, 2024, Time: 10:30 p.m.
Meeting Point: Nikkei lawn area - NissiBlu Beach Resort

CO-ORGANISERS  TUI CARE FOUNDATION  NISSIBLU BEACH RESORT  TUI

SUPPORTERS     

STAFF CARE POLICY

The management of our hotel, recognizing that the staff is the foundation stone and the driving force for achieving our goals and the satisfaction of our customers, has set as its priority the prosperity of our staff while also committing itself to:

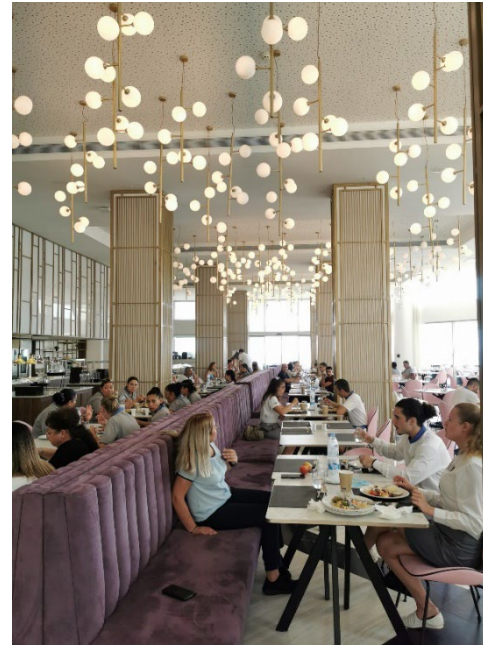
- Treating all employees equally and respectfully, without discriminations and by giving equal and same employment opportunities as well as rights and to all employees regardless of age, sex, religion, nationality, political opinion, culture, sexual orientation, reduced mobility or mental health and dysfunctions, economic or social status.
- Setting as one of our priorities the development of staff skills and training as the main concern as of employees' recruitment and throughout the course of employment, through a relevant training protocol.
- Taking into account any special requirements and provide facilities to staff while at the same time takes into consideration any suggestions staff makes on any issues, while allowing staff to meet and discuss matters of their concern during working hours and at the same time setting goals regarding staff's welfare and employment conditions.
- Complying with all legal requirements pertaining to labor issues.
- Being on process of adopting staff reward systems as a thanking gesture for the staff's contribution in achieving the company's goals through staff's hard working.
- Conducts monthly staff meetings with all staff so as to discuss amongst other issues of concern.
- Offer a safe and secure working environment to all staff

This policy will review and update annually to reflect changes in legislation and company practices.

STAFF CARE POLICY



International Women's Day



Get together Staff Lunch



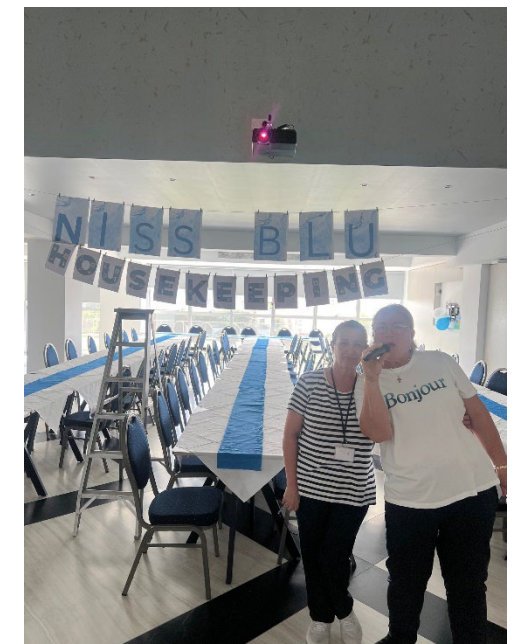
Seminar Day



Beginning of New Season 2024



Get together coffee&cookies



Housekeeping week

CHILDREN PROTECTION POLICY

Nissiblu Beach Resort inevitably supports that no child, nor any young person should experience any kind of abuse either physical or emotional or sexual, neglect or exploitation. Thus fully acknowledges and conforms with the UN Convention on the Rights of Children and is thus committed in respecting and safeguarding all children and young people under the age of 18, either who stay in our hotel or those who work or live in our community, ensuring that they are protected from all forms of abuse, exploitation or neglect.

We support the vital welfare of children and young persons, the right of all children or young people under the age of 18 to equal protection from abuse, neglect or exploitation, irrespective of their age, disability, gender, race, religious belief, sexual orientation or sexuality. We are in continuous contact with local children organizations such as Apostolos Varnavas School, and we are welcoming charities while we ensure that all our actions are robust and effective through law enforcement when and if needed.

The hotel will not offer, promote or otherwise commercially benefit from any activities, attractions or events involving people under the age of 18 when the operator cannot verify to us that they comply with all relevant laws including the UN Convention on the Rights of the Child and ILO Conventions 138/182.

Last but not least we commit ourselves to concentrate our efforts on listening to respecting children and youngsters, training our staff on this present policy, which is to be promoted to all associates, so that they are sensitive to the signs of child abuse, neglect or exploitation and are aware of the actions they need to take to safeguard a child that they suspect may be at risk in or around our property.

In case anyone suspects abuse, neglect or exploitation of a child, please inform reception immediately at 23 200500 or the police station at 00357 23803030.

This policy will review and update annually to reflect changes in legislation, technology, and company practices

ENVIRONMENTAL POLICY

The management and staff of Nissiblu Beach Resort, recognises environmental sustainability as a top priority and integral part of our corporate business principles, therefore Nissiblu Beach Resort commits to conduct the hotels operation in a manner that secures environmental sustainability and minimizes the negative impact on the planet. It is the dedication of the top management as well as staff to ensure that our guests' expectations are attained while managing our environmental aspects and contribute to the protection of the environment.

This policy applies to all staff, contractors, and stakeholders involved in the operations of Nissiblu Beach Resort and is committed to upholding this environmental policy and encourages all employees, contractors and stakeholders to contribute to achieving our environmental goals. This policy will be communicated to all staff and stakeholders and will be available to the public through our website and other communication channels.

Nissiblu Beach Resort is committed to protecting and supporting the environment, including biodevirsity, through continual improvement in environmental performance and helping to limit the climate change by implementing actions to reduce our greenhouse gas emissions. We aim to reduce our ecological footprint and contribute to a sustainable future by adhering to the following actions:

- Sustainability: We prioritize sustainability in all business activities and decisions promoting practises that support long-term ecological balance
- Compliance: we comply with all applicable environmental laws and regulations
- Prevention: we seek to prevent pollution and reduce hotels' waste
- Efficiency: We strive to use resources efficiently, minimizing energy and water consumption
- Continuous improvement: we are committed to the ongoing enhancement of our environmental practises
- Circular Economy: By implementing Circular Economy Practises as per corresponding appendix
- Employee engagement: Educate and engage staff in environmental best practices and initiatives
- Green suppliers: Favour suppliers that adhere to environmental standards and practices.
- Supporting biodiversity: Each year the hotel organises a cleaning event to reduce the plastic pollution in the oceans which threatens marine animals and human health

Nissiblu Beach Resort will regularly monitor environmental performance through audits and meetings. This policy will review and update annually to reflect changes in legislation, technology, and company practices.

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ANIMAL WELFARE POLICY

Animal welfare

When we procure animal products that have been harvested or hunted from the wild, we will make every effort to ensure that sustainable and humane practices are used.

We will not offer, promote, sell or otherwise commercially benefit from any animal activities that involve the following practices:

- Animal breeding or commercial trade in sanctuaries and orphanages.
- Any tourist holding of, or photo opportunity with, wild animals where the animal does not have the choice of terminating the interaction or moving away.
- Performances or tourist interactions involving animals where training involves punishment or food deprivation, causes the animal fear, injury or distress, or the tasks are not based on normal behaviour.
- Tourist contact or feeding elephants without a barrier.
- Elephant shows or performances for tourists.
- Tourist contact, feeding of and 'walking with' wild cats.
- Tourist contact or feeding of crocodiles, alligators, great apes (chimpanzees, orangutans, gorillas, bonobos), bears or sloths.
- Tourist contact or feeding of orca and unsupervised tourist feeding of cetaceans.
- Feeding any animals with live vertebrate prey.
- Canned hunting.
- Ostrich riding (observing or participating).
- Unlicensed zoos.
- Euthanasia, unless carried out by a trained professional because welfare needs cannot be met, or because the animal cannot be released into the wild.
- Acquisition of any CITES Appendix I, II or III listed species except for demonstrable conservation or rescue/rehabilitation purposes.
- Bear pits.
- Bear-bile farms.
- Tiger farms.

RESPONSIBLE GUEST GUIDE

Aiming towards achieving our Travelife Sustainability Certification and within the frames of our sustainability policy, below are some simple actions you can take to support the people and places you visit.

We all travel for different reasons and many of us would agree that one of the best things about travel is having new and unique experiences. Because people, culture, history, wildlife and scenery play such important roles in our travel experiences, protecting and supporting these things should be at the heart of every tourism and travel organisation, and every traveller.

Travelife certification helps accommodation providers put sustainability at the heart of their business. Travelife Certified properties must achieve 100% compliance with one of the toughest accommodation sustainability standards in the world, something which is verified by conducting a full site audit of each property every 2 years. Travelife has conducted thousands of these audits all over the world and has found that the greatest impact comes when many individuals take simple actions, and that no matter how hard an accommodation provider works to improve, they are only successful if their guests are also willing to take some simple actions too. In this respect we invite you to keep reading to find out how you can help to improve the impact of your travel.

RESPONSIBLE GUEST GUIDE

Researching your trip

Booking travel: If you have a choice, always opt for the company that is taking action to improve their environmental and social impacts. The best ones will publish annual sustainability reports and be independently certified by a reputable sustainability label like Travelife.

Culture: Travel is more enjoyable when you have some knowledge of how to respect local customs and culture. Even simple things like how to tip, dress or say thank you are useful to know before you arrive.

Ground transport: You can help ease congestion, pollution and emissions by opting for taxi and transfer companies with low-emission fleets, using public transport and exploring the destination on foot or by bike when it is safe and practical to do so.

Caring for others: Spend some time learning how to identify the signs that someone is being trafficked, abused or exploited, then find out how to report it if you ever see it. You should be able to find reputable information and training resources online, often provided by the police or an NGO, otherwise ask for advice from a relevant local charity or check with your travel agent as well as our Hotel. Please reach out to our reception and our colleagues will correspondingly guide you.

RESPONSIBLE GUEST GUIDE

Packing

Pack light: Whether you are travelling by plane, train, ship or car, a lighter load means that less fuel is required to complete the journey, leading to lower emissions.

Pack to bring it back: Unwanted items you leave behind add to pollution in destinations that lack good waste and recycling solutions, and in all destinations they add stress to local waste management systems.

Personal care products: Washing or swimming when using shampoos, lotions and gels that contain 'microbeads' can cause serious long-term harm to biodiversity. Many countries have already banned them so please do not travel with these items.

Sunscreens: Certain ingredients found in some sun protection products are very damaging to marine life and reefs, even in tiny amounts and even from showering them off in your hotel room. Look for a marine-safe alternative if a sunscreen contains any of these ingredients: Oxybenzone, Benzophenone-1, Benzophenone-8, OD-PABA, 4-Methylbenzylidene Camphor, 3-Benzylidene Camphor, nano-Titanium Dioxide, nano-Zinc Oxide, Octinoxate, Octocrylene.

Single-use plastics: If you bring them with you then they will have to be disposed of and many destinations lack the facilities to do this safely. See if you can travel with reusable alternatives or ones made from recycled paper products instead of plastic.

RESPONSIBLE GUEST GUIDE

At your accommodation

Temperature: Keeping your room at a comfortable temperature is important yet this is one of the biggest contributors to greenhouse gas emissions in accommodation. You can help by not adjusting the thermostat more than necessary and by ensuring that heating/cooling units are turned off whenever doors or windows are open.

Water: There are always greenhouse gas emissions created from sourcing and disposing of water, and in some destinations water is an extremely precious resource. You can help by taking shorter showers, turning off the tap whilst brushing your teeth and making use of any low-flush option on toilets.

Eating & drinking: Around a third of all food produced is never eaten, yet food production accounts for a third of all greenhouse gas emissions. You can help by only ordering what you will eat, choosing local items over imported ones and opting for more meat-free meals during your stay.

Find out about recycling: Every location has different recycling rules that can be confusing when you travel, so ask hotel staff about what you can recycle and how.

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RESPONSIBLE GUEST GUIDE

Supporting the local community

Support local businesses: Try to dine and shop at locally owned and operated businesses in the area. If you are buying gifts or mementos, see if you can find something that is handcrafted by a local artist or produced by a small business.

Explore the culture and area: Even if you are on a lazy beach holiday or a short business trip, you are likely to get more out of your visit if you find time to take in some of the local sites, culture and activities.

Respecting people: Make sure you know about, and observe, any local laws, customs or traditions. Do not take photos or videos of people without their permission, especially if you intend to post these online. Remember that only parents or legal guardians can give permission for children.

Safeguard children: Avoid activities that could harm children such as orphanage and school visits that can disrupt education or lead to exploitation. The best way to support children is to donate to a reputable charity. If you suspect that any child is being exploited or abused, immediately report the issue to law enforcement. You can speak with accommodation staff or your travel agent if you are not sure how to do that safely.

Protect biodiversity: Be sure to properly dispose of your waste and follow any guidance about how to protect sensitive areas such as sand dunes, reefs or forests. Do not take anything away from these areas such as shells or stones and likewise, do not leave anything behind.

Support local improvement initiatives: If you have had a great time at your destination and would like to give something back to the people who live there, then we suggest looking for a local improvement initiative or charity to support. You could ask staff at your accommodation for ideas as they may already have something in place. For example, raising funds to build a new medical centre, to improve a local park or to protect an important natural area.

RESPONSIBLE GUEST GUIDE

Safeguarding animals

Stray or abused animals: If you are concerned about stray or abused animals, ask staff at your accommodation about the best course of action. They may already be working with a local animal welfare organisation or have some advice for you. If not, you can ask your travel agent. International organisations like [World Animal Protection](#) and [Born Free](#) often have online advice about what to do if you see abuse or neglect of captive wild animals (e.g. snakes, tigers, bears, elephants).

Animal activities & attractions: We suggest that you avoid any activities that could possibly be harmful to the mental or physical wellbeing of animals. This could include activities involving feeding or touching wild animals and any attractions where animals are forced to behave in a way that would not be normal for them in the wild.

RESPONSIBLE HOSPITALITY GUIDE

Responsible Hospitality Guide

Simple actions hospitality staff can take to support people and the environment.

Dear colleagues , our Hotel aims to renew its Travelife certificate by the end of 2024. We should all be proud that we work for an organisation that must achieve 100% compliance with one of the toughest accommodation sustainability standards in the world.

Our compliance will be verified through a full site audit this coming October and then every 2 years. Travelife has advised that organizations that have the most success with sustainability are the ones that have the full support of their staff and guests, all of whom are willing to make small changes and take simple actions that collectively result in meaningful impacts on the local area and the people who live there.

In this guide Travelife has suggested some of those small changes and simple actions that we can take. If you have any more ideas about how our workplace can be more sustainable, then be sure to provide that feedback to us.

RESPONSIBLE HOSPITALITY GUIDE

Supporting our community

Respecting people: It is important that people in our community feel the benefits of tourism, and that they are important to our organisation. You can help by treating local people with the same level of respect and courtesy that you give to guests. Please do not take any photos or videos of people without their permission, especially if you intend to post these online. Remember that parents or legal guardians must give permission for children.

Protecting important cultural or historical sites: These sites could be buildings or locations involving history, culture, religion or science. They could also be areas considered sacred by indigenous peoples. It is important that you are aware of these sites in your community, and how to protect and respect them when you visit. Not only are they important to people in your area, but they could also be part of the reason why tourists visit in the first place.

Protecting the local way of life: Tourism can provide important economic and social benefits to people, but only if it does not negatively affect their safety, customs, traditions or way of life. You can help by following any guidelines given to you about how to keep people in your community safe, especially the most vulnerable. Also, if you are not already familiar with all of the customs and traditions in the area, then we encourage you to spend time learning about them so that you know how to respect them.

Protecting vulnerable people: Travelife Certified properties and our property consequently, must provide staff with regular training about how to identify and report signs of child exploitation or abuse. You are encouraged to follow any guidelines you are given about how to identify and report the signs that adults are being trafficked, abused or exploited and report this to your head of dept or the Hotel Management.

RESPONSIBLE HOSPITALITY GUIDE

Protecting & supporting the environment

Waste: There is a lot of waste generated in the hospitality sector and you may not realise that in addition to harming biodiversity, waste is a major contributor to greenhouse gas emissions. You can help to reduce these by following the guidelines given to you about how to properly handle waste at work, particularly when it comes to recycling.

Food: Around 30% of all food produced globally is never eaten yet food production produces 30% of all of the world's greenhouse gas emissions. You can help by following any guidelines you are given about how to prevent food waste. When composting will be made available in our area, then be sure to use it properly as this can reduce the greenhouse emissions from food waste by over 90%.

Heating & cooling: Whenever we open a door to a space where the temperature is regulated, such as a heated office, air-conditioned guest room, fridge or oven, air from the inside escapes and air from the outside comes inside. This means that equipment like fridges, freezers, ovens and air-conditioners have to work hard to regulate the temperature again and the longer a door or window is left open, the more energy is used to regulate the temperature. You can make a big difference by taking a moment to close doors to any of these spaces.

Monitoring room temperatures: You can help to reduce emissions from heating and cooling systems by not adjusting thermostats more than is necessary, turning off fans when they are not needed and remembering to turn the air-conditioning off whenever you have doors or windows open (unless this happens automatically).

Using equipment efficiently: An important part of reducing emissions and pollution is being sure that appliances and other equipment are operated correctly and are switched off when not in use unless there is a health and safety reason why they need to be kept running.

Conserving water: This is a precious resource and there are always greenhouse gas emissions created from the sourcing and disposal of water. You can help by remembering to never leave water running when it is not immediately being used and by making use of any low-flush options on toilets.

Commuting: If you drive yourself to work, you can help ease congestion, pollution, parking problems and emissions by looking at more efficient options such as ridesharing or using public transport if it is available and safe to do so.

Protecting natural areas: There could be sensitive or important natural areas in our location, such as rivers, lakes, beaches, reefs, forests, grasslands, sand dunes or wetlands. These areas might contain important ecosystems that help to protect your location from things like fires and floods. They may also help to remove carbon from the atmosphere, support wildlife and, in many cases, support people by providing things like fresh water and food. You can help to protect these areas by following any guidelines given to you about things like how to safely use any chemicals that might cause harm, such as those found in fuels, oils or cleaning products, and how to properly manage waste. When you visit these areas please make sure you follow any rules that are in place to help protect them.

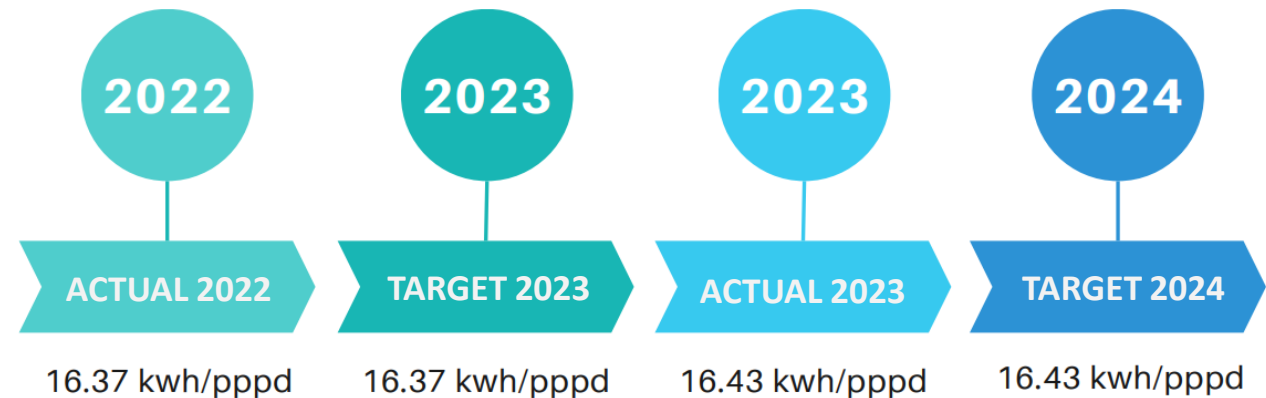
Protecting wildlife: Even though this can be a fun and unique experience, feeding or petting wildlife, including birds and fish, can be very harmful to them. It can mean they are eating food that is not good for them, are being exposed to viruses and bacteria they cannot cope with or are simply becoming too reliant on or trusting of people.

HOTEL COMMITMENTS

We are dedicated to:

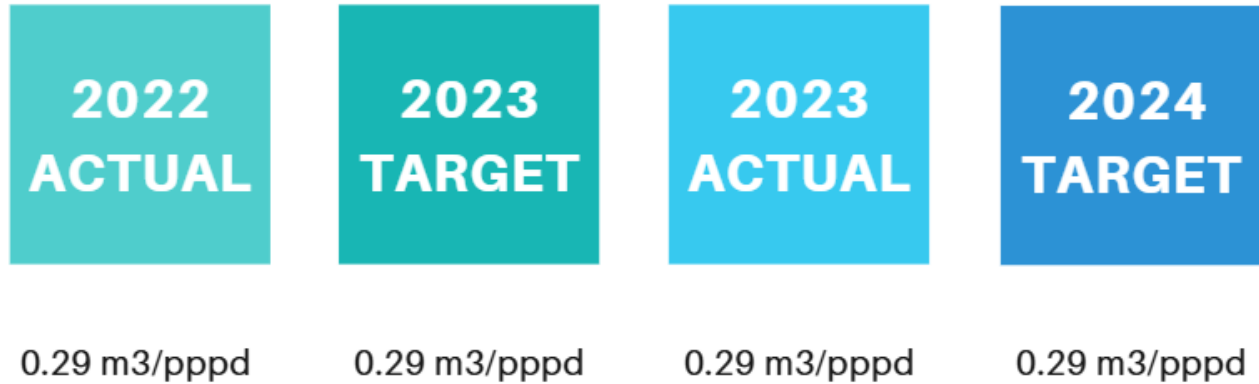
- Conserving water and energy
- Implementing effective waste management practices
- Ensuring responsible chemical usage
- Comply with all legislations
- Preventing pollution
- Support and protect biodiversity
- Upholding and respecting all human rights
- Continuous improvement
- Maintaining high standards in food hygiene and health and safety standards
- Inspiring our associates, guests, staff, and suppliers
- Actively seeking feedback from both guests and employees

ELECTRICITY CONSUMPTION



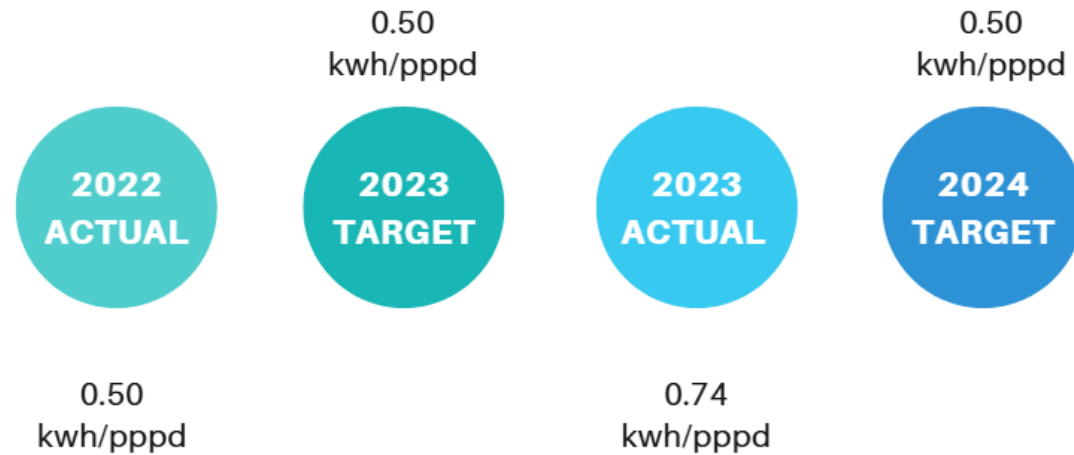
- While we may observe an increase in consumption in 2023 compared to 2022, this is largely due to expanded facilities and technological upgrades. However, despite similar projections for 2024, the hotel is committed to maintaining the same consumption levels as in 2023.*

WATER CONSUMPTION



To match the 2023 water consumption levels, water meters will be installed in departments like kitchen and laundry. Additionally, an irrigation management procedure will be implemented, using tank water for irrigation during the winter months.

PETROL CONSUMPTION



- *The increase in fuel consumption in 2023 compared to 2022 is largely due to the colder weather, which led to higher heating demand and increased use of hot water. As a result, fuel consumption rose significantly. However, initiatives are in progress to identify more environmentally friendly alternatives to the existing fuel boilers.*

GAS CONSUMPTION



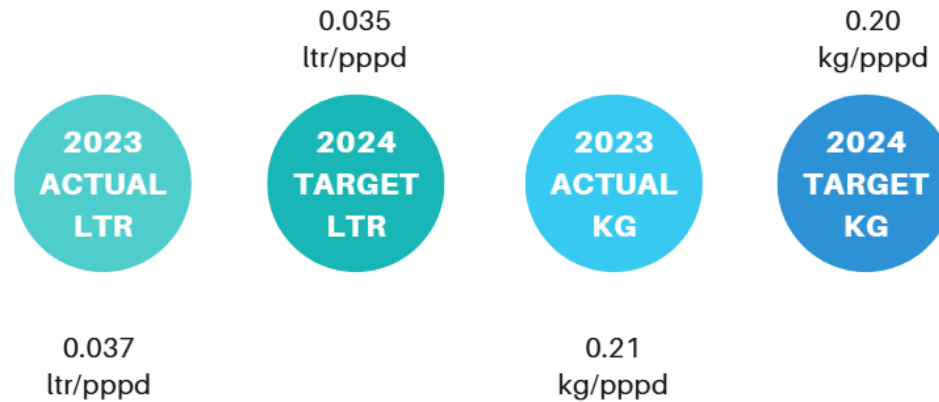
- *As shown, gas consumption increased in 2023 compared to 2022, primarily due to higher number of guests, which resulted in greater gas usage for heating and cooking. Additionally, the hotel expanded some of its facilities, including the kitchen and ironing equipment, further contributing to the rise in consumption.*

ENERGY CONSUMPTION

2022 ACTUAL	2023 TARGET	2023 ACTUAL	2024 TARGET
22.16 kwh/pppd	22.00 kwh/pppd	21.94 kwh/pppd	21.90 kwh/pppd

- ***Minimizing energy consumption in a hotel is essential not only for reducing operational costs but also for promoting sustainability and meeting environmental objectives. Our hotel has implemented several strategies to reduce overall energy consumption, making a significant contribution to a more sustainable future.***

CHEMICAL PURCHASES



The volume of hazardous chemicals purchased has been carefully tracked to reduce their use and transition to safer, more sustainable alternatives. We are actively working to replace these harmful substances with less toxic, biodegradable options that have a lower impact on both the environment and human health. Additionally, ongoing efforts are focused on minimizing the overall carbon footprint associated with the chemicals used in our operations, aligning with our commitment to more sustainable practices.

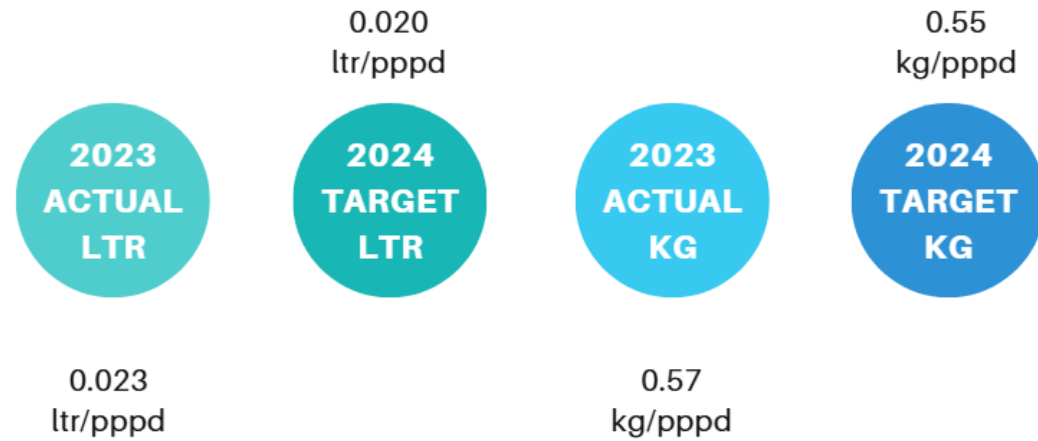
WASTE MANAGEMENT

YEAR	FOOD	GLASS	OIL	PAPER	GENERAL	PMD
2023 (ACTUAL)	0,393KG PPPD	0,197KG PPPD	0,006LT PPPD	0,092KG PPPD	0,375KG PPPD	0,068 KG PPPD
2024 (TARGET)	0,38 KG PPPD	0,2KG PPPD	0.005 LT PPPD	0,090KG PPPD	0,350KG PPPD	0,06 KG PPPD

Waste is a major contributor to Co2 emissions, which negatively impacts the environment. As a hotel, our goal is to minimize all types of waste to reduce our carbon footprint. We closely monitor each waste category and have set clear targets for 2024.

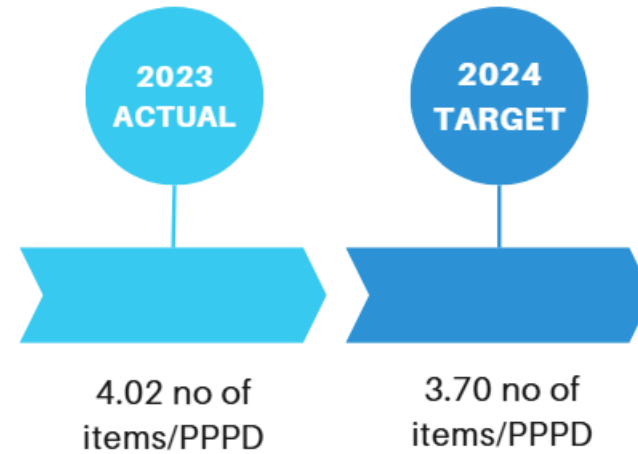
To achieve these goals, we provide ongoing staff training and carefully track all purchases to ensure we are meeting sustainability objectives.

HIGH EMISSION FOODS



Reducing high-emission foods in a hotel can greatly decrease its environmental footprint. In 2023, we began tracking the purchase of high-emission foods for the first time, establishing a baseline for improvement. With this date we set ambitious targets for 2024 and outlined specific strategies to sustainable sourcing and menu options.

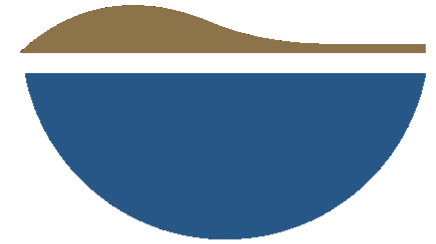
SINGLE USE PLASTICS



Reducing single-use plastic items in hotel operations can significantly reduce the environmental impact. In 2023, we started tracking the purchase of single-use plastics for the first time, while eliminated the use of all single use plastics prohibited by law (European regulation), creating a baseline to measure future improvements for any further single use plastic in the hotel . Using this date, we set ambitious targets for 2024 and developed specific strategies to transition to sustainable alternatives.

GREENHOUSE GAS EMISSION AND BIODIVERSITY GOALS FOR 2024

- Electricity consumption per guest per night: 16.5 kWh
- Water consumption per guest per night: 0.29 m³/PPPD
- Petrol consumption per guest per night: 0.50 kWh/PPPD
- LPG consumption per guest per night: 0.60 lt/PPPD
- Recycling of glass items/packaging: 0.2kg/PPPD
- PMD recycling: 0.060 kg/PPPD
- Paper recycling :0,090 kg/PPPD
- Chemical purchases in litres: 0.037 litres/PPPD, in kilograms 0.21 kg /PPPD
- Used cooking oil recycling: 0.005 kg/PPPD
- Adoption of at least 2 sustainable development practises
- >60% of our staff from local community
- Support for the community (blood donation, beach cleaning, contributions)
- Support for biodiversity by being supporters and members of CSTI and the project Keep our sand and sea plastic free while attending all events



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BEACH RESORT

THANK YOU!