Senator
HOTEL APTS
Member of H&C Hotels

ENVIRONMENTAL & SUSTAINABILITY REPORT

2015 –2016

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. This year we are working towards Travelife sustainability system. The audit will take place in October 2016.

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 recognised with a Travelife award to promote their achievements.

4. To achieve a Travelife award and become certified hotels must become a Travelife member and prove they meet the Travelife assessment criteria.

TRAVELIFE CONCERNS…

- Water
- Energy
- Waste
- Buying local
- Fair employment
- Communicating to guest and society
- Monitoring consumption

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 continues 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:** Mrs. Loucas Louca
- **H&S Officer:** Mr. Kleanthis Polycarpou
- **Welfare & Labour Standards**: Mr. Kleanthis Polycarpou
- **Local Community Coordinator:** Mrs. And. Oikonomou
- **HSE Committee:** Kleanthis Polycarpou, Loukas Louka, Agathi Pitsillidi, Androulla Oikonomou, Panagiotis Peshis

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 2016-2017

1. Energy consumption <13.0 Kwh per guest night (baseline 2016 consumption).
2. Water consumption <150 lt per guest night (baseline 2016 consumption)..
3. Cleaning chemical consumption: 0.021 Kg/guest night and pool chemicals consumption: 0.035 Kg/guest night (baseline 2016 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.

SUSTAINABILITY ACTIONS 2015-2016

1. Inefficient central heating system removed.
2. Two new boilers of smaller capacity.
3. Energy efficient lamps replacement in rooms and public areas.
4. Charity market day for the Pancyprian Association of Cancer Patients and Friends, August 2016
5. Electronic info kiosk.
6. Expansion of solid waste recycling to include lamps, toners, electronics.
7. Recycling of hazardous chemical's containers.

SUSTAINABILITY ACTIONS 2015-16

8. Sustainability training programs to 80% of employees.
9. New sustainability info package to guests.
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 night is organized every Saturday. Local dancing events
13. Our snacks menu includes various local dishes like village salad, grilled halloumi, chicken pitta, souvlaki.

SUSTAINABILITY ACTIONS 2015-16

14. Donations to families in need.

15. Participate at Ev-zo program. Donation of plastic bottle caps.

16. Free accommodation vouchers to NGO's, schools, employees of other hotels.

17. Light sensors and time switches for main building basement corridors and public toilets. Adjustable light timers for open areas and guest block corridors.

18. For the common areas: 78.1% energy efficient lamps and 21.6% non energy efficient. For the rooms: 93% energy efficient lamps (108 with energy efficient lamps and 10 partially with energy efficient lamps).

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. 97% of our employees are local residents.
5. Training and skills development to employees.
6. Activities and events that promote team spirit (Excursion to Paphos district, overnight stay at Mediterranean hotel, new years activity)
7. Donations to staff families in need.

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%

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

1. 530% increase in sustainability training hours
2. 25% increase in training hours

PROGRESS ON LABOUR AND HUMAN RIGHTS STANDARDS

Discrimination, Human Rights, Child Protection Training		
Year	Training against discrimination (total hours and % of employees)	Human rights and child protection training (hours and % of employees)
2015	0	0
2016	9 hours, 87%	13.5 hours, 87%

PROGRESS ON USING LOCAL SUPPLIERS

Sources of Supplies				
Year	Local Products	Non Local Products	Local Services	Non Local Services
2015	45%	55%	100%	0%
2016	57%	43%	100%	0%

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

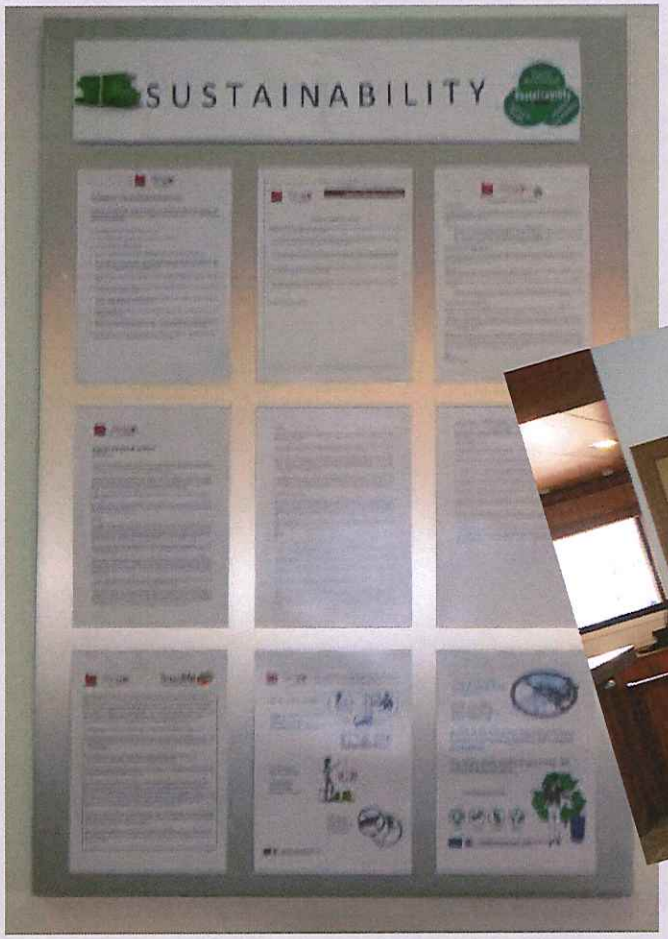
PROGRESS ON SOCIAL & CULTURAL TARGETS

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

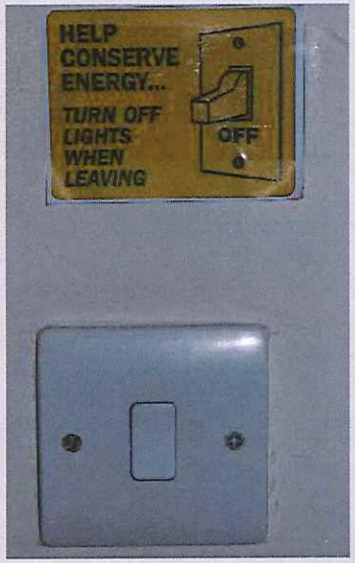
IMPROVEMENTS THROUGH CLIENT FEEDBACK 2015-16

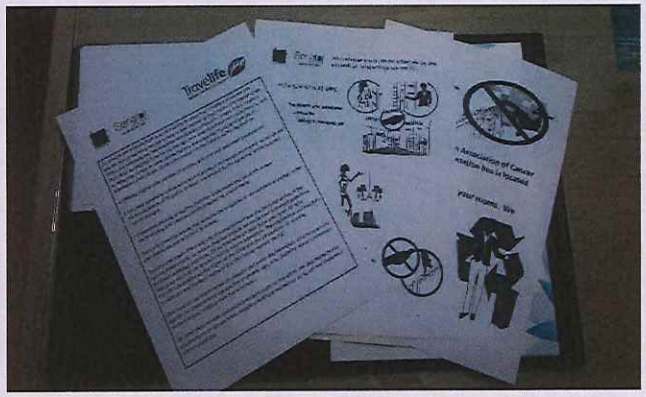
1. Free Wi-Fi at public areas.
2. Change door locks for improved safety.
3. Added additional night security
4. Addition of hard bed mattresses.

COMMUNICATING



COMMUNICATING





RECYCLING

RECYCLING

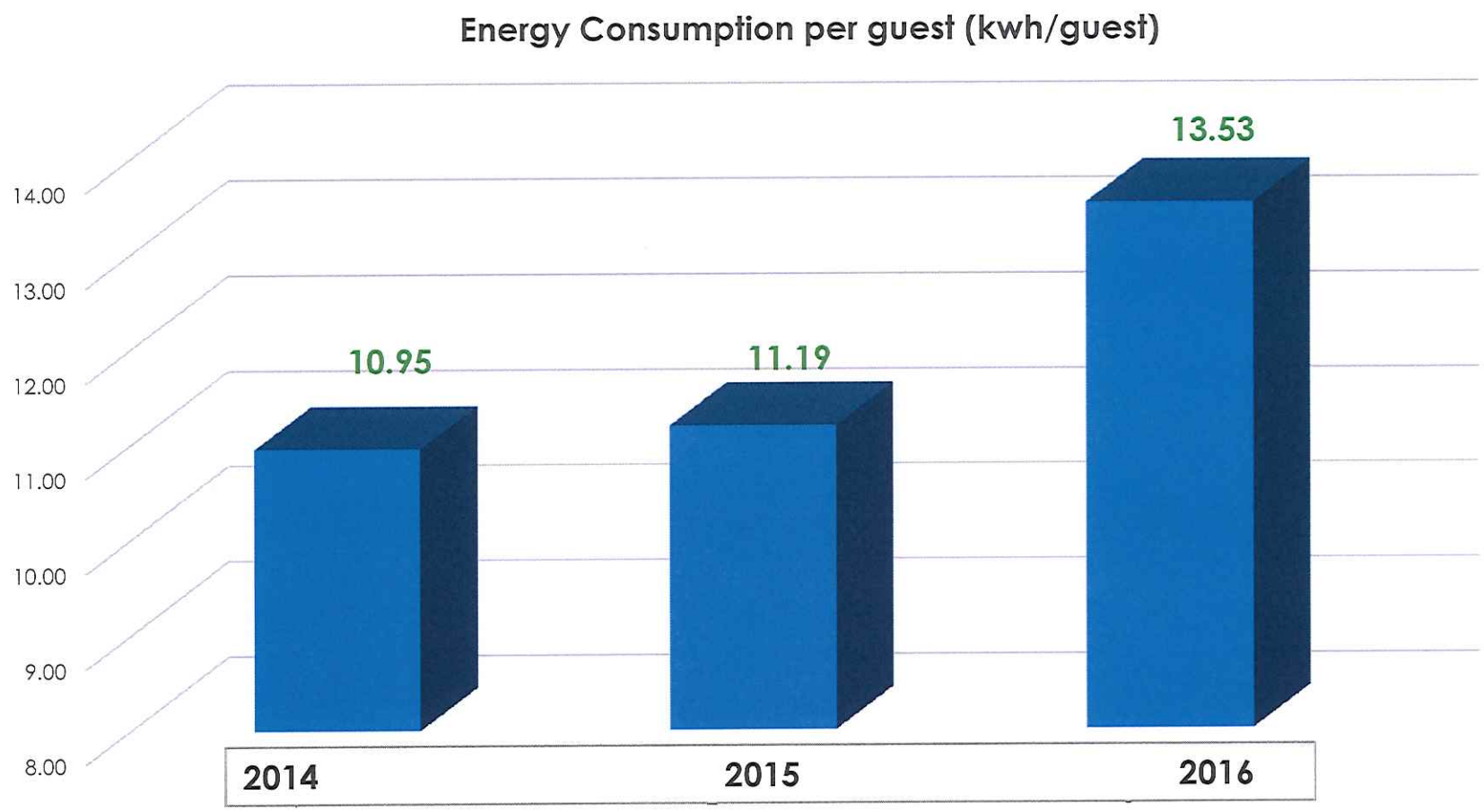
PAPER
ΧΑΡΤΙ
PAPER
ONLY
RECYCLE
PMD HERE
ΠΛΑΣΤΙΚΟ
PLASTIC
PLASTIC
V / PVC

ΕΔΩ
ΑΝΑΚΥΚΛΩΝΟΝΤΑΙ
ΛΑΜΠΤΗΡΕΣ

ASSISTING & DONATING

TEAMING TOGETHER

TOTAL ENERGY CONSUMPTION (ELECTRICITY, LPG, DIESEL)

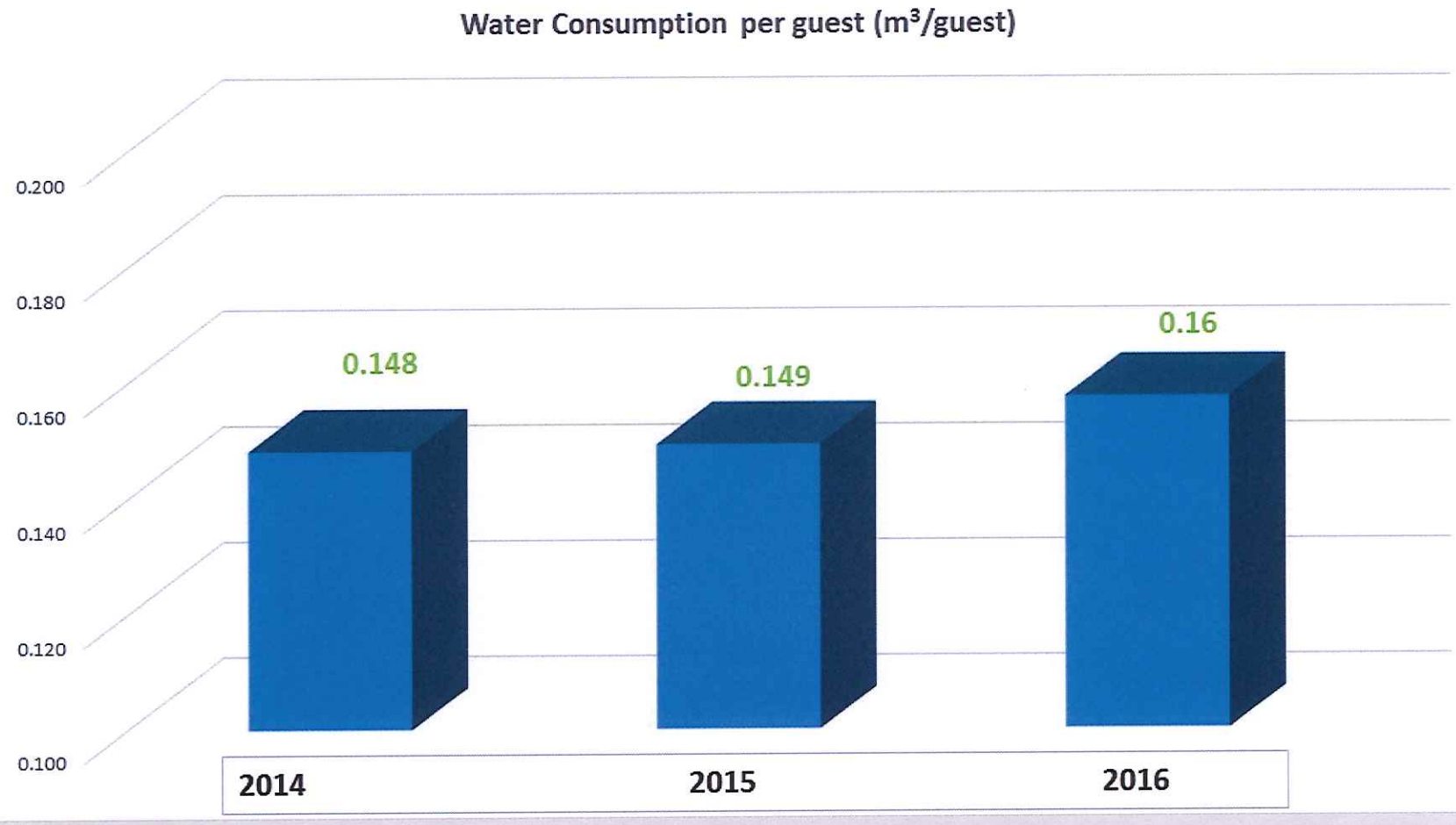


For 2016 up to September

ENERGY ASSESSMENT

Use	Year 2015 Kwh	%	Year 2016 Kwh	%
Room cooling & lighting	186,121	**46%**	202,267	**41%**
Kitchen & Bar equipment & lighting	31,893	**8%**	43,256	**9%**
Main Building equipment & lighting	25,603	**6%**	27,205	**5%**
Water heating	81,903	**20%**	120,301	**24%**
Cooking	35,789	**9%**	49,367	**10%**
Mechanical systems	46,057	**11%**	52,735	**11%**
Total	407,366	**100%**	495,131	**100%**

WATER CONSUMPTION



For 2016 up to September

SOLID WASTE RECYCLING

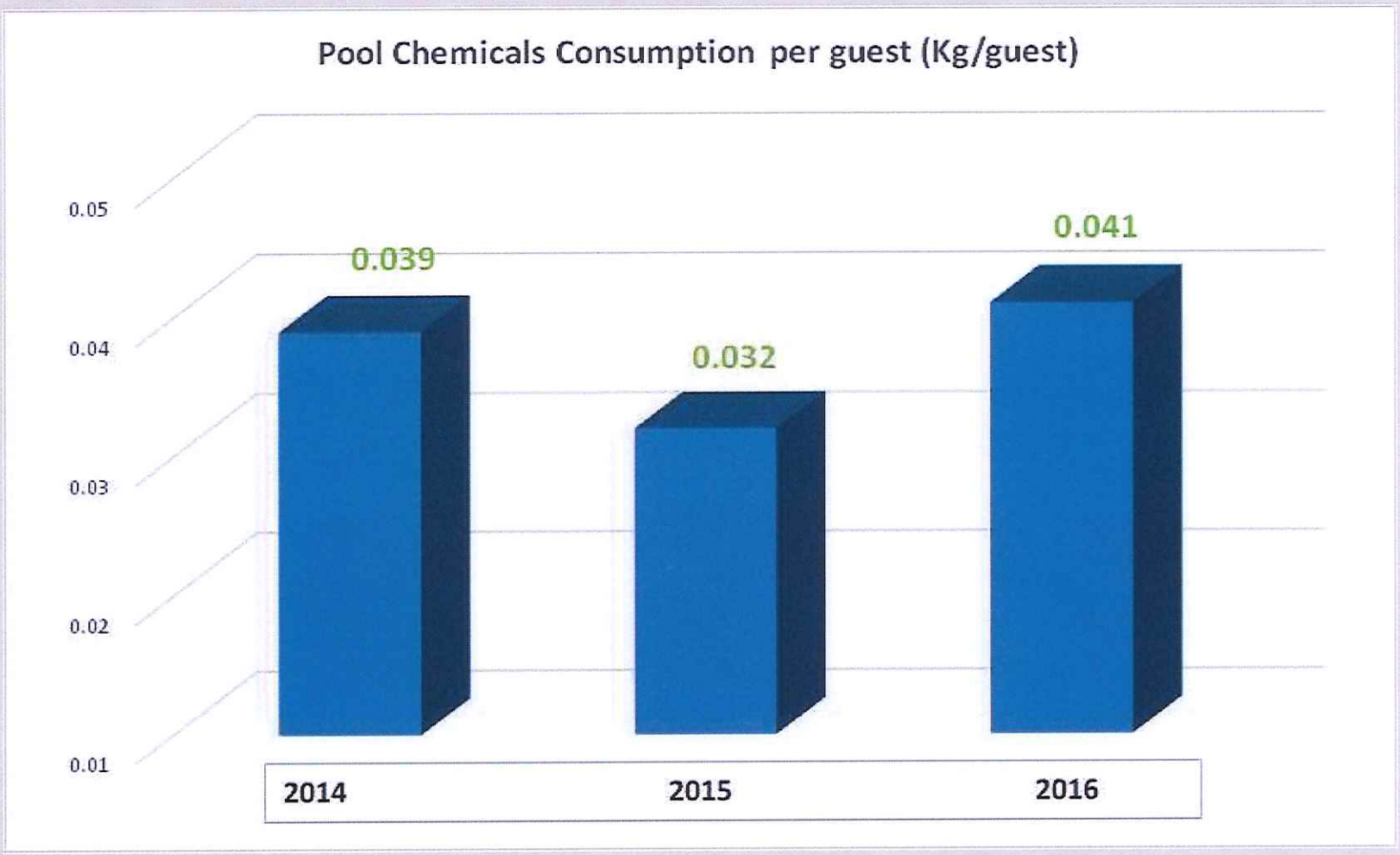
May – October 2015

- Paper: 370 Kg
- PMD: 2,909 Kg
- Glass: 5,448 Kg
- Cooking Oil: 180 Kg
- Metals: 0Kg
- Lamps: 19 Kg
- Electronics: 5 pieces
- Toners: 0 pieces
- Batteries: 53 Kg

May – September 2016

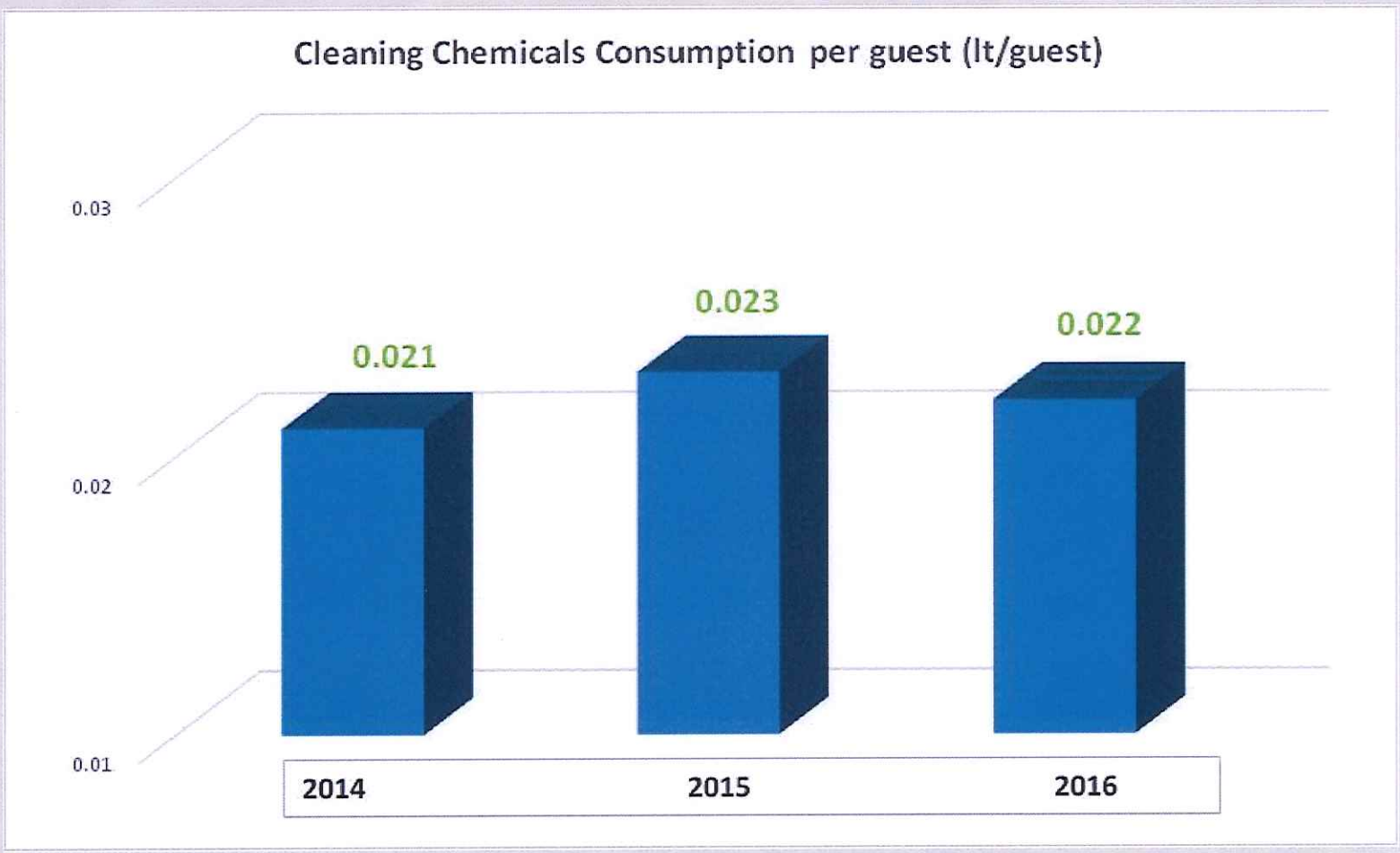
- Paper: 317 Kg
- PMD: 2,468 Kg
- Glass: 4,732 Kg
- Cooking Oil: 265 Kg
- Metals: 2720 Kg
- Lamps: 26 Kg
- Electronics: 11 pieces
- Toners: 20 pieces
- Batteries: 28 Kg

CLEANING CHEMICALS CONSUMPTION



For 2016 up to September

POOL CHEMICALS CONSUMPTION



For 2016 up to September