

The background of the cover is a high-angle photograph of a resort. In the foreground, there is a large swimming pool with a curved edge, surrounded by many white patio umbrellas and lounge chairs. A large palm tree is prominent in the lower right. In the middle ground, there is a sandy beach area with more palm trees and a small building. In the background, the blue sea meets a clear sky. The text is overlaid on the left side of the image.

# LOUIS LEDRA BEACH SUSTAINABILITY REPORT

Prepared by: Kyriakos Charalambous  
Reviewed by: Pambos Skoufaridis

**REPORTING PERIOD: 2021**



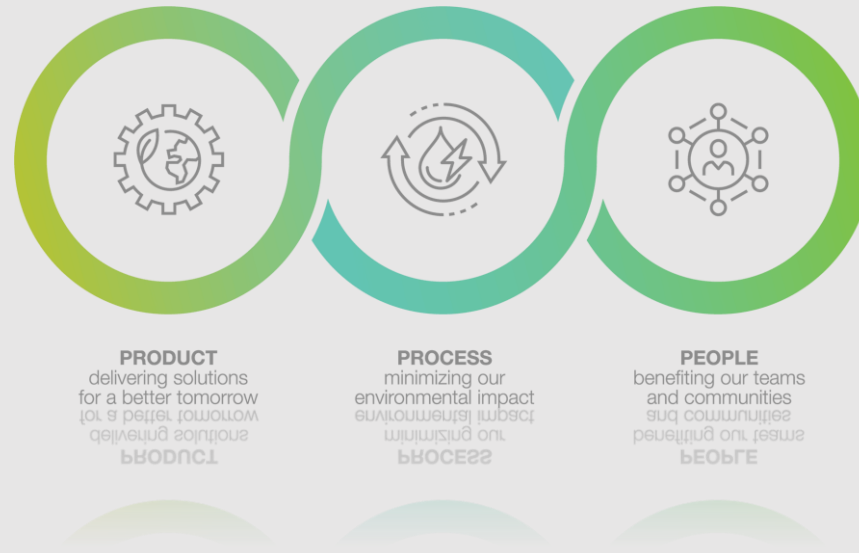
An aerial photograph of a resort pool area. The pool is rectangular with a blue interior and a stone deck. It is surrounded by numerous lounge chairs, many of which are covered with white umbrellas. There are several palm trees and other tropical plants scattered throughout the area. A stone path leads from the pool towards the background. In the top right corner, there is a small building with a blue roof. The overall scene is bright and sunny, suggesting a warm climate.

## 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

**A culture committed to ensure that our operations will have a positive impact to the environment and the community.**





# Louis Ledra Beach, Paphos, Cyprus

- A hotel with high standards of accommodation and service, ideally situated on the sea front and only five minutes drive from the historical port of Paphos. Only steps from major attractions, shops and entertainment, our hotel let you easily to explore the entire Paphos area and all the beauties it has to offer.
- It combines quiet, relaxing and cozy environment with a very friendly atmosphere. Everything down to the last detail has been designed to satisfy every guests needs. If you fancy taking yourself off to a spectacular oasis with style, try the elegant indoor pool area or relax by the freshwater outdoor pools and enjoy refreshing drinks from the Pool bar.







- The Louis Ledra Beach Hotel is a Paphos hotel situated on the beachfront overlooking the Paphos coast and its clear Mediterranean waters. Treat yourself to the premier setting of our 4 plus star Paphos hotel. With close range from major historic attractions, shops and entertainment, our family hotel will let you easily explore the entire Paphos area and all the beauties it has to offer.

# 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 Paphos 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 restrictors installed on all taps in guest rooms and public areas.



Information cards are provided in all guest rooms for reusing towels.



Information is provided in Information Board, Lobby bar Eco Spot, website sustainability report and staff areas notice board for water saving measures.



Daily Maintenance checks are carried out, followed up and rectified immediately on faults and leaks.



Sensor in engine room in case of water leakage and sending alarm in mobile System.



# 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 by the automatic dosing system.
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.

## To ensure sea water quality:

The hotel beach front is cleaned daily, and a beach clean up is frequently organized by the green team.



# 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.

- All light bulbs have been replaced with low energy bulbs and LED lighting which reduces electricity consumption (Lighting Control/Dimmer).

- Use of inverted pumps
- Implementing preventive maintenance through the annual maintenance program to reduce energy loss in all machinery
- Daily recording of gas diesel consumption to identify wastages, and extensive consumptions



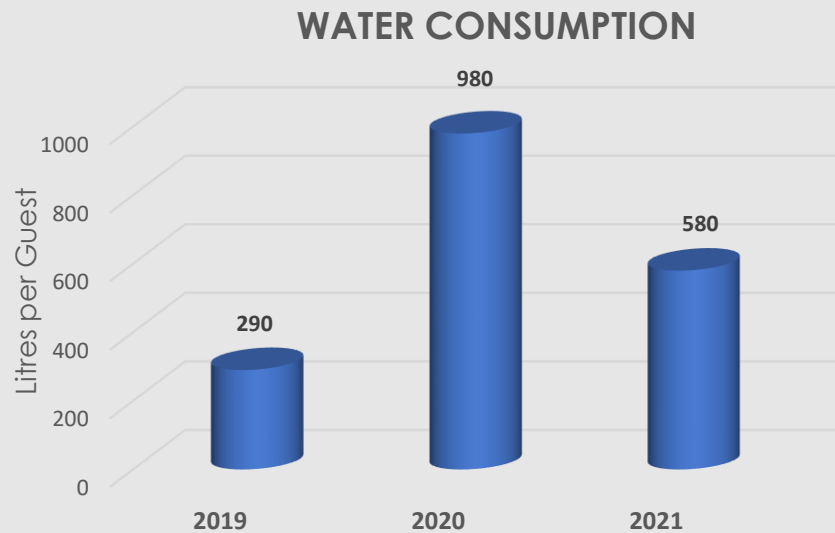
- Movement sensors placed where possible preventing lights from staying on in the absence of people (Public Toilets).
- An automatic timer switch has been installed in our outdoor areas to monitor the amount of hours required.

- 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.

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



# WATER CONSUMPTION COMPARISON



	2019	2020	2021
Water Consumption (LITRES PPPD)	290	980	580
	KPI 2018 - 2019	KPI 2019 – 2020	KPI 2020 – 2021
	291	281	951

Our target has not been met for the year 2019 – 2021 due to the covid pandemic. The hotel was closed for the period of:

**2020 (April, May, June, July, August, September, October, November, December)**  
and **2021 (January, February, March, April, May, June, August, December)**

Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased.

## Total Water Consumption:

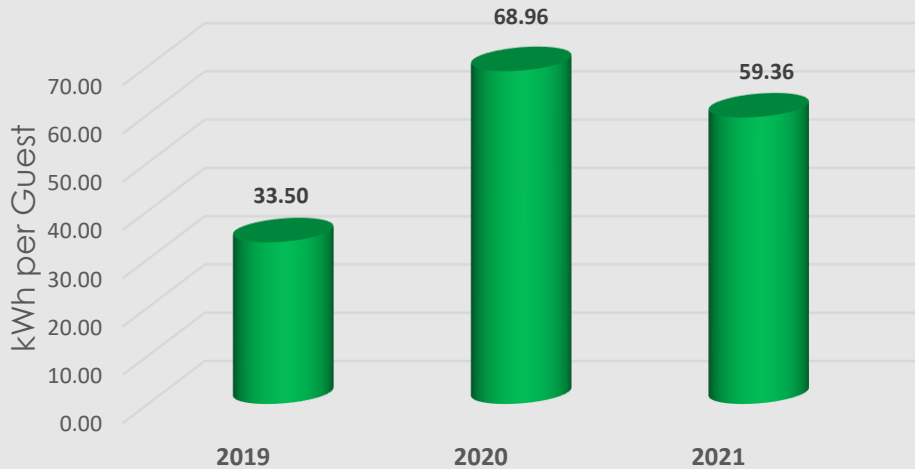
**2019:** 41,875 kg

**2020:** 16,252 kg

**2021:** 16,956 kg

# ELECTRICITY CONSUMPTION COMPARISON

ELECTRICITY CONSUMPTION



	2019	2020	2021
ELECTRICITY CONSUMPTION (KWH PPPD)	33.50	68.96	59.36
	KPI 2018 - 2019	KPI 2019 - 2020	KPI 2020 - 2021
	31.14	32.83	67.58

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Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased.

**Total Electricity Consumption:**

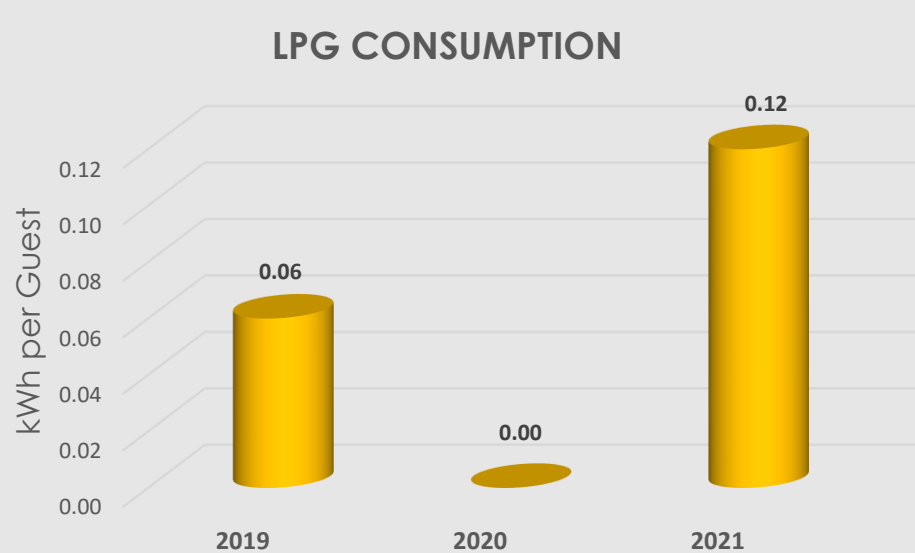
**2019:** 2,144,528 kWh

**2020:** 555,065 kWh

**2021:** 839,509 kWh



# LPG CONSUMPTION COMPARISON



	2019	2020	2021
LPG CONSUMPTION (KWH PPPD)	0.06	0.00	0.12
KPI 2018 - 2019	0.06	KPI 2019 - 2020	KPI 2020 - 2021
	0.06	0.06	0.00

Our target has not been met for the year 2019 – 2021 due to the covid pandemic. The hotel was closed for the period of:

**2020 (April, May, June, July, August, September, October, November, December)**  
and **2021 (January, February, March, April, May, June, August, December)**

Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased.

## Total Gas Consumption:

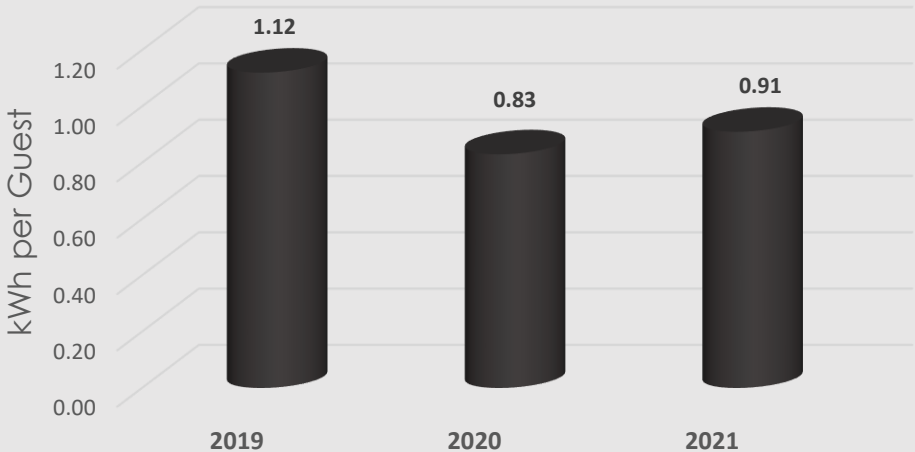
**2019:** 9,209 kWh

**2020:** 0 kWh

**2021:** 3,615 kWh

# FUEL CONSUMPTION COMPARISON

FUEL CONSUMPTION



	2019	2020	2021
FUEL CONSUMPTION (KWH PPPD)	1.12	0.83	0.91
	KPI 2018 - 2019	KPI 2019 - 2020	KPI 2020 - 2021
	1.17	1.10	0.81

Our target has not been met for the year 2019 – 2021 due to the covid pandemic. The hotel was closed for the period of:

**2020 (April, May, June, July, August, September, October, November, December)**  
 and **2021 (January, February, March, April, May, June, August, December)**

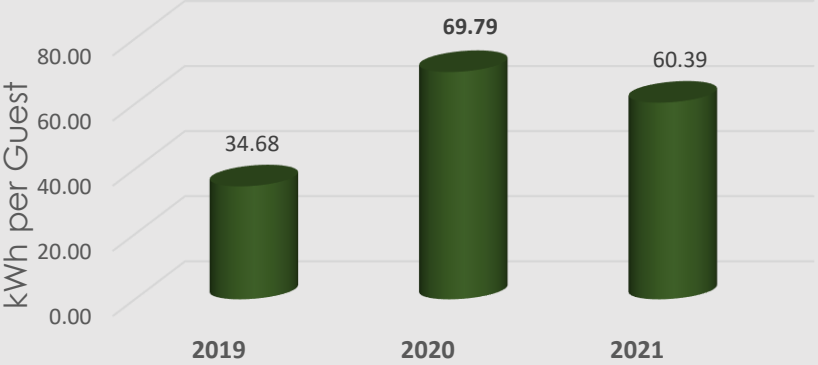
**Total Fuel Consumption:**

**2019:** 71,625 kWh  
**2020:** 13,752 kWh  
**2021:** 26,450 kWh

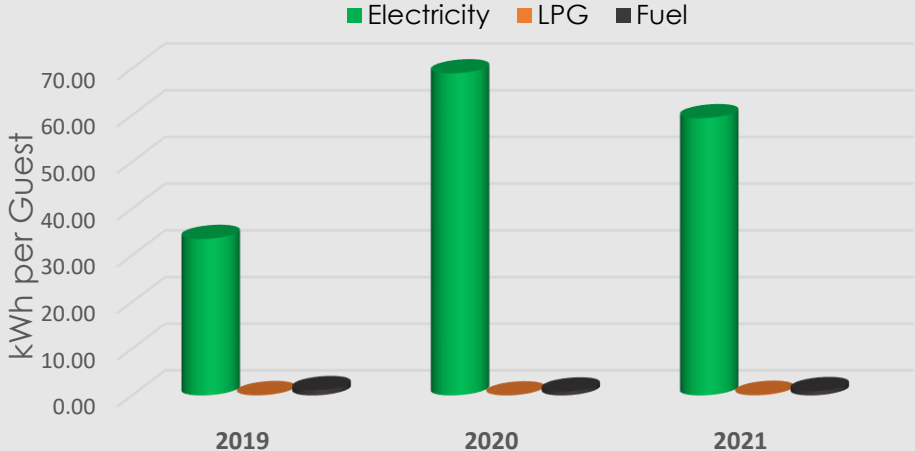


# TOTAL ENERGY CONSUMPTION COMPARISON

TOTAL ELECTRICITY CONSUMPTION



	2019	2020	2021
TOTAL ELECTRICITY CONSUMPTION (KWH PPPD)	34.68	69.79	60.39
	KPI 2018 - 2019	KPI 2019 - 2020	KPI 2020 - 2021
	40.23	34.16	68.74



Our target has not been met for the year 2019 – 2021 due to the covid pandemic. The hotel was closed for the period of:

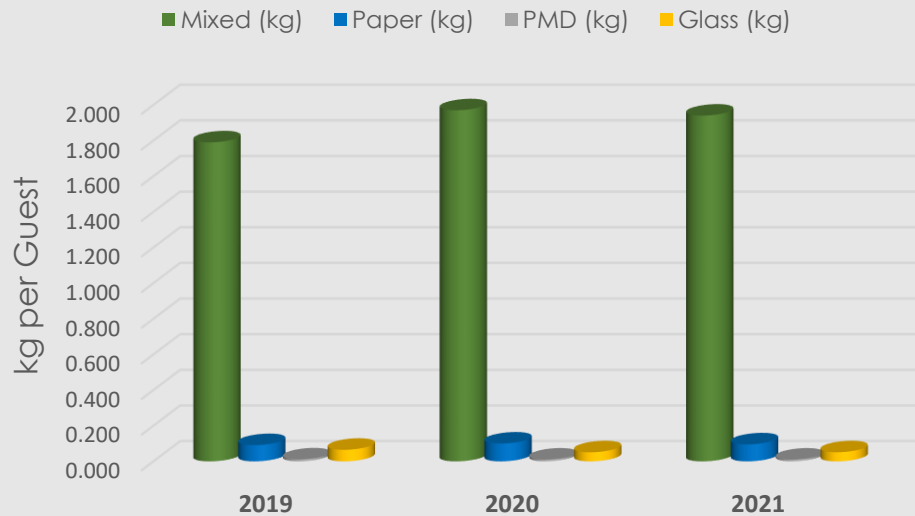
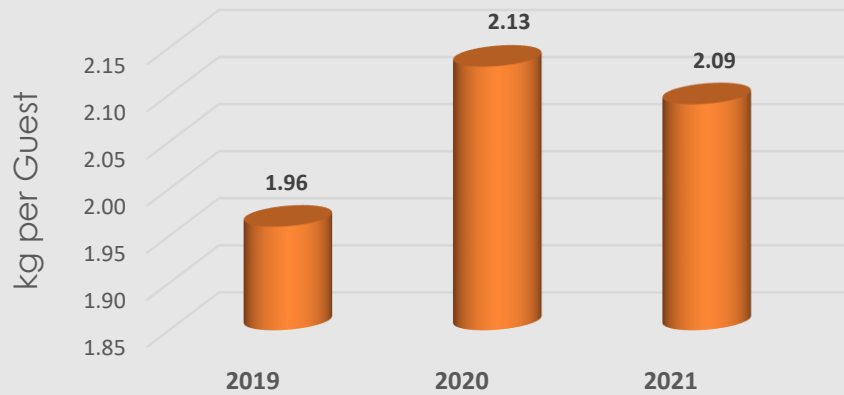
**2020 (April, May, June, July, August, September, October, November, December)**  
**and 2021 (January, February, March, April, May, June, August, December)**

Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased.

**Total Energy Consumption:**  
**2019:** 2,225,362 kWh  
**2020:** 568,817 kWh  
**2021:** 869,574 kWh

# WASTE PRODUCTION COMPARISON

WASTE PRODUCTION (NOT-HAZARDOUS)



	2019	2020	2021
WASTE PRODUCTION (kg PPPD)	1.96	2.13	2.09
KPI 2018 - 2019	0.00	1.93	2.10

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and **2021 (January, February, March, April, May, June, August, December)**

Due to the number of bed nights being lower in comparison to 2019 as follows, the consumption PPPD has been increased:

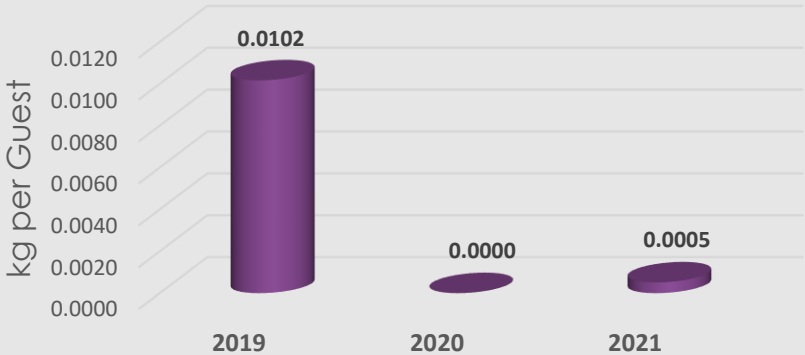
**Total Waste production (Not-hazardous):**

**2019:** 280369 kg  
**2020:** 35370 kg  
**2021:** 61205 kg



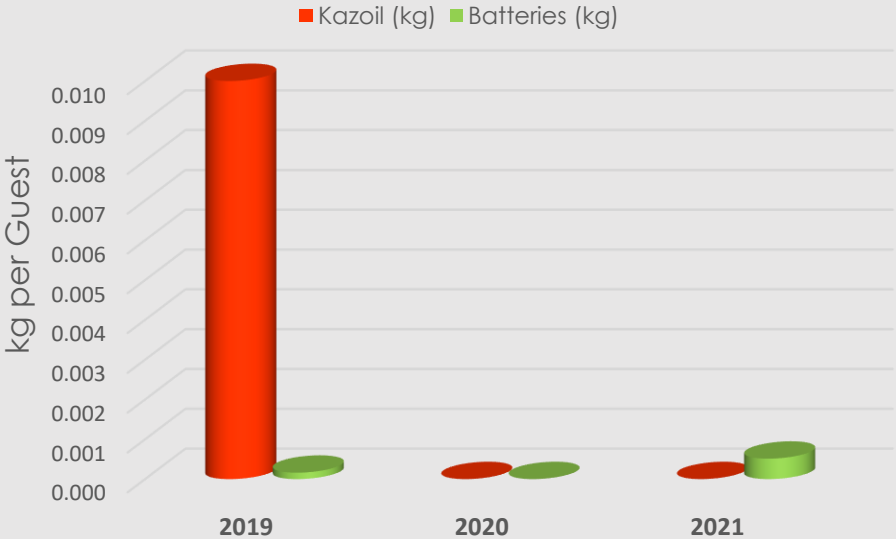
# HAZARDOUS WASTE RECYCLING COMPARISON

## HAZARDOUS WASTE RECYCLING



	2019	2020	2021
HAZARDOUS WASTE RECYCLING (kg PPPD)	0.0102	0.0000	0.0005
	KPI 2018 - 2019	KPI 2019 - 2020	KPI 2020 - 2021
	0.0000	0.0100	0.0100

No spillages or incidents were recorded during the last 3 years.



**2020 (April, May, June, July, August, September, October, November, December)**  
and **2021 (January, February, March, April, May, June, August, December)**

**Total Kazoil Recycled:**

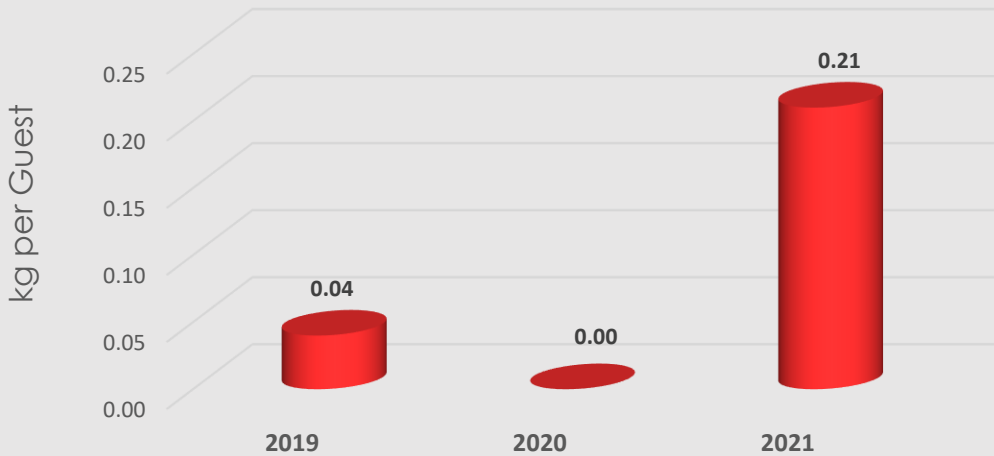
**2019:** 1560 kg  
**2020:** 0 kg  
**2021:** 0 kg

**Total Batteries Recycled:**

**2019:** 23 kg  
**2020:** 0 kg  
**2021:** 15 kg

# CHEMICALS CONSUMPTION COMPARISON

CHEMICALS CONSUMPTION



	2019	2020	2021
TOTAL CHEMICALS CONSUMPTION (kg PPPD)	0.04	0.00	0.21
KPI 2018 - 2019	0.04	KPI 2019 - 2020	KPI 2020 - 2021
	0.04	0.04	0.04

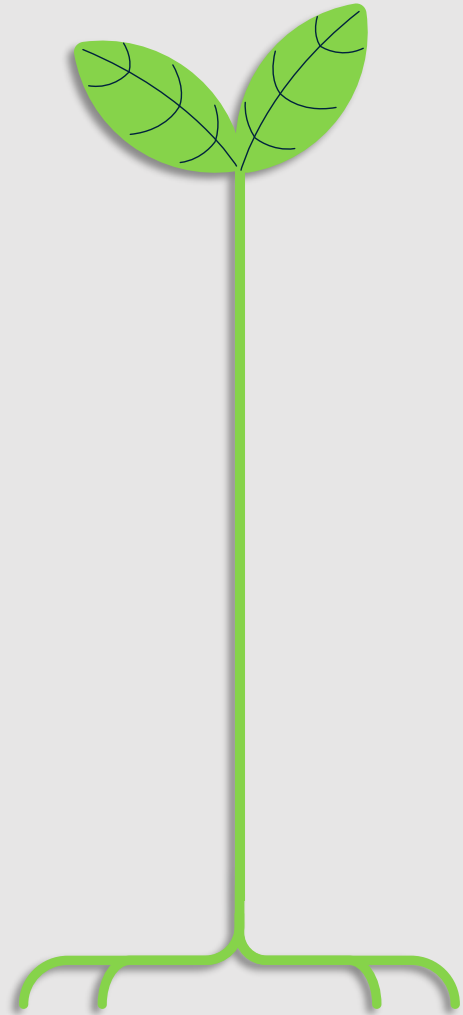
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**2020 (April, May, June, July, August, September, October, November, December)**  
and **2021 (January, February, March, April, May, June, August, December)**

Due to the number of bed nights being significantly lower in comparison to 2019 as follows, the consumption PPPD has been significantly increased in 2021:

**Total Chemicals Consumption:**

- 2019:** 6571 kg
- 2020:** 0 kg
- 2021:** 5378 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



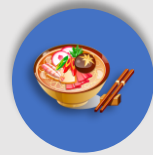
## Paper Reduction

- 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

- TRAVELIFE CERTIFICATION 2020
- EN ISO 9001:2015
- EN ISO 22000:2018



# SOCIAL RESPONSIBILITY & COMMUNITY





## 4) SEMINARS / IN-HOUSE TRAININGS

A/A	DPT	TRAINING	2019 HRS	STAFF ATT.	2021 HRS	STAFF ATT.	TOTAL HRS
1	FRONT OFFICE	Environmental Issues	17	6	0	0	102
2	HOUSEKEEPING	Environmental Issues	3	12	0	0	36
3	RESTAURANT	Environmental Issues	3	10	0	0	30
4	BARS	Environmental Issues	3	10	0	0	30
5	MAINTENANCE	Environmental Issues	3	8	0	0	24
6	STORE	Environmental Issues	3	3	0	0	9
8	KITCHEN	Environmental Issues	3	19	0	0	57
9	ADMIN	Environmental Issues	14	3	0	0	42
10	ACCOUNT	Environmental Issues	14	1	0	0	14

# 1) ENGAGEMENT: Supporting local and international organizations

## ENGAGEMENT

- Member of CSTI: Cyprus Sustainability Tourism Initiative:  
Project 'Keep our Sand and Sea Plastic Free – Destination Zero Plastic in Cyprus'
- 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

- Member of CYMEPA (Cyprus Marine Environment Protection Association)
- TUI Sustainability plan reduction of plastic – Travelife



a member of  
**LOUIS HOTELS** family COLLECTION

LOUIS HOTELS family COLLECTION

## 2) EMPLOYEES: Employee involvement and equality

### EMPLOYEES

YEAR	FEMALES	MALES	LOCALS
2019	45%	55%	40%
2020	44%	56%	47%
2021	43%	57%	42%

## 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



## 4) COMMUNITY ACTIVITIES: Outdoor and Indoor hotel activities

### COMMUNITY ACTIVITIES

- Participation in the World tourism day with Cypriot delights
- Blood Donation





## COMMUNITY ACTIVITIES

- Beach clean - up
- Employee interacting trip in Vienna & Bratislava with the Welfare Fund 2019
- Member of Pasikaf – (Pancyprian Society for Cancer patients)



On the occasion of World Environment Day, the staff of Louis Ledra Beach collected garbage from the beach and the surrounding areas, reminding us how important it is to keep our beaches and nature clean.

## COMMUNITY ACTIVITIES

- Donate furniture to Cyprus Autistic Association
- Donate chairs, tables to Cypriot National Guard (Paphos)
- Donate furniture to Geroskipou Municipality



ΣΥΝΔΕΣΜΟΣ ΓΙΑ ΑΤΟΜΑ  
ΜΕ ΑΥΤΙΣΜΟ ΚΥΠΡΟΥ

21/10/2022

Προς: Διευθύντῃ Louis Ledra Beach Πάφος  
Θέμα: Ευχαριστήρια επιστολή

Αξιότιμε κύριε

Θα θέλαμε να σας εκφράσουμε ένα πολύ μεγάλο ευχαριστώ για την υποστήριξη σας όλα αυτά τα χρόνια.

Η στήριξη σας προς τον Παγκύπριο Σύνδεσμο Για άτομα με αυτισμό και η κάλυψη αρκετών αναγκών είτε αυτές μπορεί να είναι αναψυκτικά και χυμοί για τους ενήλικες μας, ή η εισφορά σας τώρα με τραπέζια και καρέκλες για την επίπλωση του νέου μας οικηματος, μας δίνει ακόμη περισσότερη οικονομική ανάσα. Η πιο μικρή βοήθεια μπορεί να γίνει και η πιο μεγάλη.

Η βοήθεια σας είναι πραγματικά πολύτιμη και είμαστε ευγνώμον για την όλη προσφορά σας.

Σας ευχαριστούμε!

Με εκτίμηση

Διευθύντρια κέντρου Παρέμβασης Πάφου

Μαρίνα Φυλακτού

Τηλ :26221346 /99693367

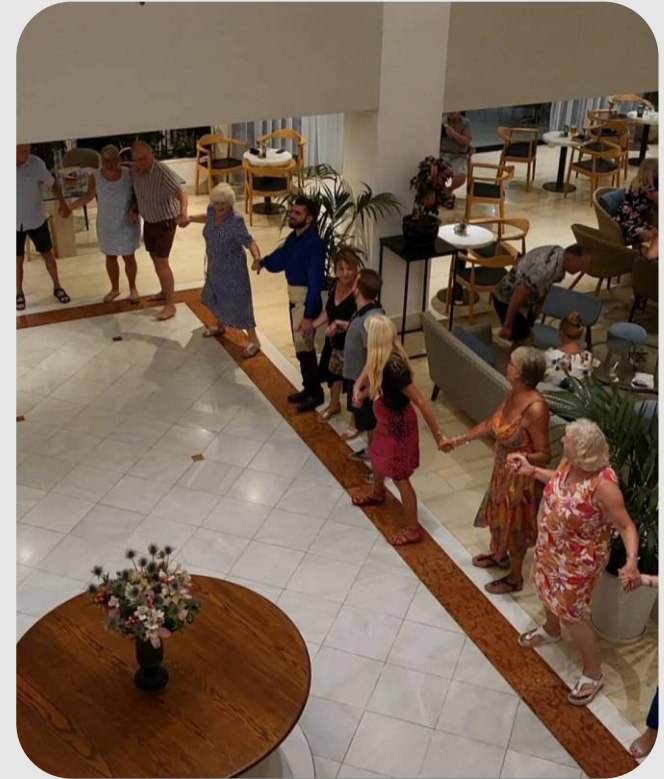
Email:paphos@autismsociety.org.cy





## COMMUNITY ACTIVITIES

- Different themes local community (once a week we have Cyprus Night Buffet and Greek folklore dance)





THANK YOU!