

LOUIS LEDRA BEACH HOTEL

is proud & happy to be awarded with the
TRAVELIFE GOLD AWARD

Gold
Travelife 
Sustainability in tourism



SUSTAINABILITY POLICY REPORT



Here at the Louis Ledra Beach Hotel, we are all aware of the big issues that have arisen globally over the last few decades in regards to waste of energy / sources of energy (i.e. electricity, water, food, land etc.).

This has had a negative impact to the environment and extended to the increase of socio-economic issues.

Hence, it is our commitment as a hotel and people to ensure that our operation will have a positive impact to the environment and the community where possible. This will be done by setting goals and standards which will facilitate us in reducing waste to reach these goals.

In order to satisfy broader sustainability criteria including the environmental, community and human resource welfare, Travelife Gold award must be again achieved in year 2016.

To achieve our goals, we have appointed a member of the management, Mr. Christos Zorpas (General Manager) the responsibility to manage the environmental, human resource and community issues. It is important that this person informs and guides the management team through the resolution of these issues where possible and ensures that procedures apply to all parts of the business and business activities.

Further to this, written records must be kept on the progression of the sustainability program on an annual basis (see Hotel's Annual Management Review – ISO 9001:2008).

Along with the Travelife management system, the Louis Ledra Beach Hotel ensures that all guests receive quality service all around the hotel's facilities and services via the collection of various data from Tour Operator's Customer Satisfaction Questionnaires, Hotel's own online questionnaire, MV Opinion Survey (an external guests' monthly survey) and from holiday experience websites such as Tripadvisor etc.

ENVIRONMENTAL POLICY



Here at Louis Ledra Beach Hotel we commit ourselves to green hotel policies and the implementation of proactive measures to help protect & sustain the environment for future generations. We recognize the impact of our operations on the environment and aim to be an increasingly efficient green and environmental hotel. We strive to minimize any detrimental effects as a result of our business. By working together we can contribute to making a cleaner and safer environment and ensure environmental issues remain a focal point and receive proper attention.

In delivering our commitment we will :-

- 🌀 Comply w/ the relevant environmental legislation & take a proactive approach to future requirements & obligation
- 🌀 Seek to conserve natural resources through the responsible use of energy, water and materials but also maintaining the quality of service expected by our guests.
- 🌀 Monitor performance and aim for continued improvement by reducing re-using, and recycling in areas such as energy consumption, reduction of waste materials and water consumption.
- 🌀 Work with suppliers who have compatible policies for managing their impact on the environment.
- 🌀 Through our active environmental team we will ensure that our efforts are continually reviewed, updated and communicated to all staff.

Examples of everyday actions

[a] Recycling of

- > Paper, cardboard, glass , plastic, cooking oil, toner cartridges fluorescent tubes.
- > Waste compacted to reduce number of collections.

[b] Saving energy by

- > Monitoring gas, diesel and electricity consumption on daily/weekly/monthly basis.
- > Use of low energy light bulbs.
- > Use of motion detectors at designated areas.
- > Key fob control system installed in every room to control lights, heating or air-conditioning when room isn't in use.
- > Re-use towels on guest request.
- > Building management systems that control temperature throughout the building.

[c] Reduction of

- > Water consumption by ongoing installation of new flush system in toilets.
- > Waste packaging by the purchase of bulk food items and cleaning materials.

Your contribution

- 🌀 During daylight, and when in your room, please switch off as many lights as possible.
- 🌀 Please switch off all of your room's power sockets that are not in use.
- 🌀 Reuse your bath and beach towels when possible.
- 🌀 Turn water on only when necessary; don't forget to turn off water after washing your hands when using the toilet.
- 🌀 Use the low flush button when possible (toilets).
- 🌀 Separate recyclable garbage for our chambermaids to collect (glass, plastic, paper, metal).
- 🌀 Throw recyclable litter in the recycling bins.
- 🌀 Refuse batteries at the designated area in the lobby (opposite souvenir shop).
- 🌀 Reduce volume of garbage before throwing in the bin when possible.
- 🌀 Our cups & plates at the pool and beach bar are reusable; do not throw them away.

ENVIRONMENTAL POLICY STATEMENT



ENERGY SUPPLY & MANAGEMENT

In 2015, the Louis Ledra Beach Hotel has electricity consumption at 14.04 Kwh per guest night. Operationally the Louis Ledra Beach undertakes the following:

Ensure that all equipment purchased in the future are rated as energy efficient

Ensure the hotel's staff are trained as appropriate in energy conservation

Whilst ensuring a wide range of high quality products, the Louis Ledra Beach Hotel purchases solely from the local market suppliers. In addition to this, orders are placed on standard basis within a week to reduce delivery slots. This will help us reduce CO2 emissions from transportation of products locally and from abroad.

Energy saving initiatives

The Louis Ledra Beach Hotel ensures throughout its operation, optimal efficiencies by undertaking the following:
We use low energy light bulbs or LED lights in public areas, accommodations and back of house areas.

Energy light bulbs (outdoors, guest rooms)

LED (Restaurant, corridors)

Public areas

Public rest rooms lighting is controlled by sensors

Outdoor lighting is controlled by timers

Windows at the lobby area are covered with special surfaces to block sun radiation and preserve temperature.

Monitoring and adjusting temperatures of air condition of the public areas.

Accommodation

Electricity switches on only with a magnetic key

Air-conditioning / Heating works only when balcony doors are closed

Balcony doors are double-glazed to preserve temperature in the room

Equipment

Replace old equipment with new of better classification

Preventive maintenance of all machinery as per the annual maintenance program in order to reduce energy loss though faulty equipment

Air curtain in all cold rooms to prevent energy loss

Staff training & awareness for reporting any faulty/ energy losing equipment.

WATER MANAGEMENT

The Louis Ledra Beach Hotel, does not compromise guest comfort or health & safety, yet incorporates water saving procedures and devices to minimize overall water consumption. The water consumption in 2015 was 252 Ltr per guest night.

Water saving initiatives

Hotel (Public areas & Accommodation)

Toilets equipped with low flush buttons

Hot water is constantly circulated to have instant hot water at the sinks. Public areas

Public showers are equipped with push buttons to control the duration of flow

Beach towels are changed every 3 days to save laundry water (flexible if dirty).

Gardens around the hotel's public areas are moderately watered, as per hotel's 'Weekly Irrigation Plan', so as to avoid unnecessary water wastage. The plan is strictly followed by the hotel's gardeners' team and exceptions may apply during rainy periods.

ENVIRONMENTAL POLICY STATEMENT



Accommodation

Bed linen is changed every 3rd day (changed earlier if needed)

Guests are encouraged to re-use bathroom towels by hanging them back on the rail and also to save water.

Back of house

Kitchen and toilet sinks are equipped with push buttons to control the duration of flow

Waste water

Grey water is disposed to the public sewage treatment lagoon system

Water Flow

It is our commitment/plan to ensure that the water flow in guests' and public areas is no more than: Showers = 10l/min, Basins = 5l/min, Toilets = 6.5l per flush, Urinals = 2l per flush. The hotel's maintenance dept are already given instructions to start regulating all related water features.

WASTE MANAGEMENT

Our hotel minimizes its solid waste production and encourages guests and staff to join the recycle program.

Specifically, we:

Recycle glass, paper, cardboard, plastic, metal, batteries, UCO (used cooked oil), lamps and electric devices.

Replaced disposable plastic cups with reusable polycarbonate cups

Serve water by glass rather than in plastic bottles

Buy in bulk

Install compactor in the garbage collection area, to decrease need for garbage collection.

Recycling bins positioned in most of the public areas in order to promote recycling culture.

Instructions to all staff to print only when necessary, on double sided paper and in black & white whenever possible.

Reuse destroyed linen as cleaning rags

Food items not consumed in buffet are taken to the staff cafeteria for consumption.

Use of recycle pens

Avoid using extra plastic straws i.e. for cocktails' decoration.

CHEMICALS

The hotel purchases environmental friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use.

PURCHASING

Whilst ensuring a wide range of high quality products, the Louis Ledra Beach hotel purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad.

Additionally, prior to every purchase of electrical equipment, we make sure that they are energy efficient and friendly to the environment.

ENVIRONMENTAL POLICY STATEMENT



OUR VISION

By 2015, the Louis Ledra Beach Hotel will have provided a thorough training to its employees in regards to the environmental issues, our targets, and the tools / method which will coincide to achieve our goal.

Our guests will receive better information on our environmental action.

Energy usage (electricity, water, fuel, gas) will be reduced.

We will make sure that the water flow will be adjusted to the requirements of the Travelife Sustainability Programme:
Showers: 10l/min, Basins: 5l/min, Toilets: 6.5l/flush, Urinals: 2l/flush

Identify the processes / procedures that have a negative impact to the environment and try to minimize them.

By 2016, we will continue with the same efforts as in previous years. We will also inform our suppliers and our contractors of our environmental policy and try to monitor their performance to ensure that the goods and services they provide, meet our environmental criteria.

We will also upload all above policies etc. onto the hotel's own website so local community, suppliers, sub-contractors, guests & staff.

The Management
Louis Ledra Beach

HEALTH & SAFETY FIRST



Please take a minute and read below all mentioned points concerning everybody's Safety and Hygiene. Adhering to these points you will enable us minimize any possible accidents/incidents and at the same time everybody will enjoy his/her holiday better.

- 🌀 Consume your food at the designated restaurant eating areas.
- 🌀 When entering any indoor area, please make sure you are in a dry state. Please also ensure you are not entering any indoor area barefooted.
- 🌀 Please avoid carrying food and beverage items up in your rooms.
- 🌀 Ensure your children do not run neither shout around the indoor areas.
- 🌀 Ensure your children do not run around the swimming pool area especially when floor is wet.
- 🌀 Do not carry any glassware or any chinaware around the swimming pool, gardens and beach areas.
- 🌀 When leaving the indoor pool area, please dry your selves first.
- 🌀 Any guests with heart problems, high blood pressure or pregnant should avoid using the Jacuzzi and sauna. Children should not use these facilities.
- 🌀 Please note the warning signs when floors are being mopped or when gardens are watered.
- 🌀 Use handrails where applicable (stairs / ramps).
- 🌀 Supervise your children at all times especially when swimming or when playing at the kids playground.
- 🌀 Do not allow your children to use the lifts without the presence of an adult.
- 🌀 Make sure you are aware of the closest to your room emergency exit (staircase).
- 🌀 The assembly point is outside the hotel, at the hotel's car park. **NO SMOKING** in the rooms.
- 🌀 Let the reception desk know if you are accompanied by a disabled person.
- 🌀 Ensure you always keep your room door shut and your balcony doors locked.
- 🌀 Please avoid using the rooms towels at the pool and/or beach area. Please ask any of the receptionists to provide you with beach towels (returnable deposit applies).
- 🌀 Infants and young children must always wear 'special swimming nappies' while in the pool.
- 🌀 Please avoid using the swimming pools at night time as these are not supervised. Please be advised that swimming pools are super-chlorinated at night time.
- 🌀 Report to reception desk or to Duty Manager any illness or accident, even minor, you might have experienced or witnessed.

Should you have any questions or should you need any assistance please refer to the reception desk.