

# QUEEN'S BAY HOTEL

Is proud & happy to be awarded with the



## AWARD

**Gold**

Travelife   
Sustainability in tourism

# ENVIRONMENTAL POLICY



## Queen's Bay Hotel

Here at Queen's Bay Hotel, we commit ourselves to green hotel policies and the implementation of proactive measures to help protect and 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 with the relevant environmental legislation and take a proactive approach to future requirements and obligations.
- 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

- Recycling of ....**
  - \* Paper, cardboard, glass, plastic, cooking oil, toner cartridges and fluorescent tubes.
  - \* Waste compacted to reduce number of collections.
- Saving energy by ...**
  - \* Monitoring gas, diesel and electricity consumption on daily/weekly/monthly basis.
  - \* Use of motion detectors at designated areas.
  - \* Key fob control system installed in every room to control lighting, heating and/or air-conditioning when room is not in use.
  - \* Re-use towels on guest request.
  - \* Building management systems that control temperature throughout the building.
- 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 (guests' contribution)

- During daylight, and when in your room, please switch off as many room lights as possible.
- Please switch off all of your room's power sockets that are not in use.
- Re-use 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 any of the public toilets.
- Use the low flush button when possible (toilets).
- Separate recyclable garbage for our chambermaids to collect (i.e glass, plastic, paper, metal).
- Throw recyclable litter in the recycling bins.
- Recycle old batteries in the designated container located in the reception office.
- Reduce volume of garbage before throwing in the bin when possible.

NOTE: Please visit our Travelife Notice Board (located outside "Coffee Shop" and see the actions we continuously take to be a more sustainable hotel.



Dear Guests,

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

- 1) Consume your food at the designated restaurant eating areas.
- 2) 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.
- 3) Please avoid carrying food and beverage items up in your rooms.
- 4) Ensure your children do not run or shout around the indoor areas.
- 5) Ensure your children do not run around the swimming pool area especially when the floor is wet.
- 6) Do not carry any glassware or any chinaware around the swimming pool, gardens and beach areas.
- 7) When leaving the pool area, please dry yourself first.
- 8) Please note the warning signs when floors are being mopped or when gardens are watered.
- 9) Use handrails where applicable (stairs/ramps).
- 10) Supervise your children at all times especially when they are swimming or when they are playing at the kids playground.
- 11) Do not allow your children to use the lifts without the presence of an adult.
- 12) Make sure you are aware of the closest to your room emergency exit (staircase).
- 13) The assembly point is outside the hotel, at the hotel's tennis court. **NO SMOKING** in the rooms.
- 14) Let the reception desk know if you are accompanied by a disabled person.
- 15) Ensure you always keep your room door shut and your balcony doors locked.
- 16) Please avoid using the room towels at the pool and/or beach area. You can get your beach/pool towels from the reception desk free of charge.
- 17) Infants and young children must always wear 'special swimming nappies' while in the pool.
- 18) Please avoid using the swimming pools at night time, they are not supervised.  
Please be advised that swimming pools are super-chlorinated at night time.
- 19) Report to the reception desk or to the Duty Manager any illness and/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.

Thank you

The Management

Queen's Bay Hotel



QUEENS BAY HOTEL

TRAVELIFE  
SUSTAINABILITY REPORT  
2018 - 2022

## TRAVELIFE SUSTAINABILITY REPORT 2018 – 2022 (May)

### Queen's Bay Hotel

The Queen's Bay Hotel is very proud with its sustainability progress and activities. Over the last years, the hotel has managed to maintain and improve various areas towards the environment, the respect of human rights, promotion and support to the local community etc.

Our aim is to continue and make every year progress and improvement regarding the sustainability in tourism.

This report is prepared so as to keep up-to-date the hotel's senior management team and subsequently the rest of the hotel's employees.



### ENERGY

#### Electricity/Gas/Fuel

We have taken various actions so as to reduce the consumption of electricity. These actions are:

- Our maintenance department will ensure the use of low energy light bulbs & LED. High cost and high energy light bulbs used in the past are now replaced with low energy & LED products.
- For the operation of the swimming pool we use now photovoltaic panels.
- We have installed Solar Heaters for hot water.
- In the past, light in guests' toilets would stay on continuously. The hotel has now placed "movement sensors" so as to automatically switch off lights when no guests are using the said areas.
- Outdoor areas lights are now controlled with an automatic timer system.
- Special windows surfaces to block sun radiation are now placed in all hotel areas.
- Electricity activation through magnetic keys is placed in all rooms. This system prevents air conditioning and heating from staying on when guests leave their rooms.
- The same applies also when balcony doors stay open.

- Air curtains are placed in all walk-in cold rooms.
- Old equipment has been replaced with new of better energy classification for the main kitchen.
- Monitoring and adjusting temperatures of air-condition of the public areas.
- Preventive maintenance of all machinery as per the annual maintenance programm 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.

### CONCLUSION / TARGETS

The above actions have managed to bring good results. Compared to last years, we have successfully reduced the “kilowatt hours” per guest as below :

Electricity consumption (kwh per guest) in 2018 : 7.49

Electricity consumption (kwh per guest) in 2019 : 7.38

**For the years 2020 and 2021 due to Covid-19 the hotel did not operate normally.**

**In 2020 operated from July – October and in 2021 operated from June – October.**

Electricity consumption was (kwh per guest) in 2020 : 21.27 **(low occupancy)**

Electricity consumption was (kwh per guest) in 2021: 8.34

Electricity consumption (kwh per guest) in 2022 : 1.43 **(from April till end of May)**

**Our target for 2023 : 7.04**

### Total energy consumption in kwh per guest night (electricity, gas, diesel)

**For the year 2018 : 11.00**

**For the year 2019: 13.00**

**For the year 2020: 7.00**

**For the year 2021: 11.00**

**During the years 2022 & 2023 we are planning to install more photovoltaic panels. Our aim is to cover all the energy needed for the operation of the hotel with photovoltaics.**



## SAVE WATER

### WATER

The Queen's Bay Hotel tries also to control the consumption of water, both potable and irrigation water with various ways. These are:

- 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
- Towels and bedroom linen are changed every 3 days
- Grey water is disposed to the public sewage treatment lagoon system

## CONCLUSION / TARGETS

Staff (and guests) are now aware and more concerned about water consumption and all parties would try their best to minimize the same.

Potable & Irrigation water consumption (tons per guest) in 2018 : 0.192

Potable & Irrigation water consumption (tons per guest) in 2019 : 0.190

**For the years 2020 and 2021 due to Covid-19 the hotel did not operate normally.**

**In 2020 operated from July – October and in 2021 operated from June – October.**

Potable & Irrigation water consumption (tons per guest) in 2020: 0.180 (**low occupancy**)

Potable & Irrigation water consumption (tons per guest) in 2021: 0.170 (**low occupancy**)

Potable & Irrigation water consumption (tons per guest) in 2022: 0.050 (from April until May)

**Our target for 2023: 0.160**

## WASTE



Waste minimization is a process of elimination that involves reducing the amount of waste produced in our hotel and helps eliminate the generation of harmful and persistent wastes, supporting the efforts to promote a more sustainable society. We, here at Queen's Bay , take various action so as to minimize waste by :

- We recycle glass, paper, cardboard, plastic, metal, batteries, used cooked oil (UCO) , lamps and electric devices.
- We purchase in bulk when possible.
- Installed a compactor in the garbage collection area to decrease the need for garbage collection.
- Recycling bins positioned in most of the public areas in order to promote recycling culture.
- Instructions are given to all staff to print only when necessary, on double sided paper and in black & white whenever possible.
- We re-use destroyed linen as cleaning rags and food items not consumed in buffet are taken to the staff restaurant for consumption.
- We avoid using extra plastic decorative straws/materials for drinks etc.

## CONCLUSION / TARGETS

Staff are now adhering to management's instructions for maximum recycling. In **2018 and up to May 2022** (the hotel is closed for the winter period) we have achieved the following :

- We have disposed 300,86kg of solid waste
- We have recycled 5,700kg of paper (**this is approx. Volume**)
- We have recycled 20,250 kg of glass (**this is approx. Volume**)
- We have recycled 3,660 kg of PMD (**this is approx. Volume**)
- We have collected 4748 kg (**in 2018 - May 2022**) of used cooking oil and have given it to a local company for treatment and re-using .



- We have collected 34kg batteries in 2018-2021 and have given to IESC CO.
- We have collected 41kg fluorescent tubes in 2018-2022 and have given to IESC CO.
- We have collected 41kg empty toner cartridges in 2019 – 2021 given to M.Georgiou Training Center Ltd ( the supplier)

**For the years 2020 and 2021 due to Covid-19 the hotel did not operate normally. In 2020 operated from July – October and in 2021 operated from June – October.**



### **CHEMICALS**

The hotel has adopted the policy in purchasing environmental friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use.

We also keep records of all chemicals' details incl. consumption, storage quantities, hazardous & non –hazardous info. of chemical etc. 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 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.



### **PURCHASING**

Whilst ensuring a wide range of high quality products, The Queen' Bay Hotel purchases and promotes local market suppliers.

Additionally, prior to every purchase of electrical equipment, we have asked the purchasing department to consider buying equipment that are energy efficient.

We have also been in touch (in writing) with our local suppliers and have informed them of our Sustainability Policy and have asked them to keep in mind and consider the said policy by assisting us from their side adopting similar methods.

## CONCLUSION / TARGETS

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



## COMMUNITY

Communities are the heart of nations. The Queen's Bay Hotel is committed to working with local businesses, agencies, churches and organizations who believe in building strong communities.

We therefore:

- Recruit local people (or people living locally) so as to help money circulate within the community and discourage locals to seek for jobs abroad.
- When possible we participate in fundraising or /and donate equipment we no longer use.
- We promote our Cyprus Breakfast and our traditional food at lunch and dinner as well as organize barbecue nights.
- We have created a "Cyprus Corner" for breakfast with local products and traditional food.
- We promote local drinks at the restaurant
- Also, local events and businesses are permitted to promote their services and products for free ( flyers, brochures).
- During the International Day of Tourism, end of September we organise for our guests different demonstration of how we prepare traditional drinks ,sweets and food.
- The hotel donated money to various local Associations e.g. "Cyprus Kidney Association", Friends' Hospice", "Cyprus League for Chest Diseases", the Association of "Saint Loucas" for adults and children with disabilities. The total amount donated was €3,155.- . In October 2018,2019,2021 in co-operation with Paphos General Hospital we organised a blood donation and was very successful with a good staff turnout. We are planning the same for October 2022.

## CONCLUSION / TARGETS

The hotel will continue to support the local community with every possible way.



## **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. We recruit people of the minimum age required by law. Our new employees have an induction week (hotel policies, health & safety, job training) and provided with the company's Codes of Conduct booklet.

We aim to re-employ our staff every year. Most of the staff 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 2018 - 2022, there have been no cases of complaints related to employment and human rights nor any differences with employees regarding mistreatment and unfair dismissals. Targets for zero cases with human resource related issues have been successfully achieved.



## **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 so as to work in a safe environment. Also, the Codes of Conducts handbook is given to staff to read. Furthermore, we provide our staff with fresh food as well as changing rooms / shower rooms. With regards to accidents involving guests or / and employees, we record all of them and take corrective actions, as well as analyzing them in the end of each year in order to study the frequency, cause, place etc. to take preventing actions.

## CONCLUSION/TARGETS

Our targets on Health and 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, 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 stop any possible spread of infection.



## 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 warnings are issued by the Head of Departments. In case of minor wrongdoing, the employees are issued with verbal warning. Repeating or in case of another minor wrongdoing, 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 wrongdoing 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 wrongdoing (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, "dos" and "don'ts" etc are mentioned on the said handbook so as employees read and understand.

### CONCLUSION/TARGETS

Our aim is to provide our employees with a friendly, comfortable environment so as to make it easy as possible for them to express concerns and issues related to work when needed. Staff are treated fairly and are explained in detail what is expected from them whilst at work.



### CHILDREN PROTECTION

The Queen's Bay 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 identify any kind of abuse and subsequently report the same at the local authorities.