

# Alion

beach hotel

## SUSTAINABILITY REPORT 2017

March 2018

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**Alion Beach Hotel**

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The shift in customer focus, together with product development and use of new technology, will refine and redefine traditional competitive elements. New criteria may be resource-efficiency, spaciousness, unpolluted air and water and adherence to local cultures and traditions.

Alion Beach Hotel recognises its environmental responsibility and commits itself to improving its performance towards a sustainable future. With the support of the management and team members, we strive to develop and engage in sound operational practices that are financially and environmentally sustainable, continually improving our performance in key impact areas.

We strive to ensure that environment initiatives impact the guest experience in a positive way and, whenever possible, we support initiatives in the local community, and we communicate and celebrate environmental achievements.

By taking the role as an environmental leader, we, at the Alion Beach Hotel, aim to gain recognition by our guests, employees, and local community.

**“We have not inherited the Earth from our ancestors - we are borrowing it from our children - help us save the environment.”**

Sincerely,



Panicos Michael  
General Manager



## **Alion Beach Hotel**

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Alion Beach Hotel, is a five star hotel located on Kryou Nerou beach, one of the finest sandy beaches of the island overlooking the small harbour of Ayia Napa.

The hotel was built in 1992 and extends over an area of 8685 m<sup>2</sup> plot of land. The building consists of:

- Underground parking for guests and hotel staff
- Basement with the back of the house areas (store rooms, boiler room and staff areas) as well as public guest areas such as a shop, conference and events room, SPA, indoor pool, fitness studio, squash court, outdoor pool, and public toilets
- Ground floor with reception, bar, restaurants, lobby, and a lovely terrace overlooking the gardens and the blue Mediterranean sea
- Mezzanine floor with offices and a store room
- Four floors of 25 guests rooms each floor (in total 100 guest rooms)
- Gardens with palm trees, bougainvillea, carob trees, local endemic bushes, as well as sunbeds and umbrellas.

Alion Beach hotel accommodates approximately 200 guests during the summer season with a team of around 85 employees. The majority of the guests come from Central Europe with German speaking guests constituting over 60% of the total guest nights. Employees are mainly local staff with a small number of foreign staff members employed in each department in order to cover the different language needs (i.e. Russian).

Whilst we strive to enhance the quality of our guests' stay, we ensure our actions are undertaken with outmost respect to and minimal impact on the environment for the benefit of the local community in which we operate. We are committed to measuring and managing those impacts by:

- Having a clear and comprehensive policy statement.
- Implementing sound environmental practices in our day-to-day operations.
- Striving to reduce our use of energy and water, and re-use and recycle the resources consumed by our business, wherever practical.
- Encouraging the development and integration of sustainable technologies, including renewable energy.
- Monitoring and measuring our environmental performance on a monthly basis.
- Protecting the rare endemic plants and wildlife on our hotel grounds.
- Treating all employees equally and fairly over the course of their employment with the company. The hotel ensures that no discrimination on social, political, sexual, and religious grounds are to take place against any of the employees.
- Engaging our customers, employees, suppliers, and contractors in our efforts to protect the environment.



- Providing the necessary resources to meet our objectives and targets, and on-going training for our staff on environmental, social, and health and safety issues.
- Communicating our policies, practices, and programmes to all our staff, guests, suppliers, and the public.

The Hotel’s General Manager leads the sustainability team with all head of departments as members.

Our Sustainability Management System is based on the Travelife requirements and the international Environmental Management Standard ISO 14001. The Hotel has been ISO 14001 certified since 2003 and was granted the Travelife Gold Award. The latest sustainability awards are the “TUI Environmental Champion 2017”

The environmental targets for 2017 have been set with an implementation action plan and are monitored through our environmental programme. Appropriate measures were taken based on this programme and necessary actions were taken when and were deemed necessary.

This report is analyzing our sustainability performance for 2017.

### Targets

- Reduce the energy consumption (kwh) per guest night (electricity, petrol, gas) from 25.05 to 24.5 kwh
- Reduce the potable water consumption to 0.20 m<sup>3</sup> per guest night and maintain the irrigation water to the same level as in 2016
- Reduce waste output by 20 % in comparison to 2016
- Reduce the use of chemical use in the kitchen, gardens, and pools by 2% in comparison with 2016
- Improve further the health and safety standards for Hotel guests and employees.
- Develop and extent further the social responsibility activities
- Raise guest awareness over Alion sustainability programme.

### Energy Conservation

The **electricity** is supplied by the Electricity Authority of Cyprus. It is primarily used for lighting, cooling and the running of the hotel equipment such as pumping stations, kitchen equipment, fridges and freezers, and office equipment.

	2015	2016	2017	2018 (target)
Electricity (kWh)	758034	787420	828914	753000
Electricity (kWh/guest night)	17.49	17.01	17.03	17.20

Electricity consumption has been reduced and stabilized after the completion of the installation of the autonomous photovoltaic pool circulation pumps, the replacement of the chiller pump, and the completion of the installation of the room energy management system in 2013. The load for 2018 though is expected to increase due to the fact that more split units were installed during the recent main kitchen renovations (better working conditions) and beverage stores upgrade (better storage conditions). This will end up in more electricity consumption.

The target for 2017 was achieved, as the consumption per guest night was maintained to the same level as in 2016. Due to the fact that the total guest nights were up by 4% in 2017, the total consumption was higher.

**Petrol** is supplied by EKO Petroleum Company and is primarily used for heating and hot water production.

The Hotel maintains a tank for the storage of petrol with a total capacity of 18900 L.

	2015	2016	2017	2018 (target)
Petrol (L)	16800	15030	19353	15200
Petrol (kWh/guest night)	0.39	0.32	0.40	0.35

Petrol consumption was significantly decreased in 2014 after the installation and operation of the solar system in conjunction with the existing heat exchange system on the main chiller. With the completion of the project, the consumption is stabilized with minor changes subject to weather conditions and need for heating. In 2017 the hotel was in operation during January & February therefore the total consumption was higher than in 2016. By isolating the months March - November we see that the consumption per guest night was the same (0.217 lt)

**Gas** is supplied by EKO and is exclusively used in the kitchens of the Hotel for food production. For the storage of gas, the Hotel maintains tank with a total capacity 3000 L and two tanks of 500 L each. The total capacity reaches 4000 L.

	2015	2016	2017	2018 (target)
Gas (L)	32031	32420	35718	31500
Gas (kWh/guest night)	0.74	0.70	0.73	0.70

The gas consumption increased in 2014 due to the fact that we replaced a small charcoal grill at the pool kitchen with a much bigger model, as well as with a brad pan in order to cover our increased food production needs. Gas is used exclusively for stoves and charcoal grills in the kitchen, therefore this replacement had a big impact on the total consumption. The hotel was in operation during the months January and February but closed in December in contrary to the 2016 resulting in higher total consumption. With the exception of the month July (higher consumption) the rest of the months were on the same consumption level. The target is considered to have been achieved .

## Total Energy

The total energy consumption of the Hotel is converted in KWh and is presented by year.

	2015	2016	2017	2018 (Target)
Electricity	758034	787420	828914	753000
Petrol	165500	148046	190627	149720
Gas	221014	223698	246454	217350
Total Energy in kWh	1144548	1159164	1265995	1120070
Total Energy in kWh per GN	26.04	25.05	26.01	25.78



The total energy consumption in comparison with 2016 has been increased by 9% and by 3.83% on per guest night level. This is more related to the fact that the hotel was open in the winter months with high energy consumption and low guest occupancy ( heating). In 2018 a small further increase is expected due to the fact that the main kitchen was fully renovated and additional cooling units as well as a new walk in freezer/ fridge has been installed for better working conditions as well as coping with the increased demands. An effort will be made this year for restricting the increase.



## Water

Water is supplied from the Municipality for use in the rooms, kitchen areas, hygiene areas, swimming pools and other outlets of the Hotel. Recycled water from the Municipality is used for the gardens.

	2015	2016	2017	2018 (target)
Fresh water, m <sup>3</sup>	10139	11001	11052	10465
Recycled grey water used for irrigation	4977	5556	5493	7300
Total water consumption / guest night	0.35	0.36	0.34	0.39

Upon completion of the water conservation project, the level of consumption of fresh water has stabilized. Minor changes in the consumption are derived from guest usage. The consumption of irrigation water is subject to the weather conditions. Furthermore in winter 2017/18 after a total remake of the grass irrigation system an increased consumption is expected. This is due to the fact that larger pipes and more sprinklers have been installed in order to have a satisfying irrigation. In this way we will be able to better maintain our grassed area in the hot summer months. The target for 2017 is considered achieved.

## Chemicals

The Hotel uses chemicals by for cleaning purposes, maintenance, chemical spraying in the gardens, and for disinfecting the swimming pools. Every effort is made to buy in bulk and to return the plastic containers to the various suppliers and to safely dispose the empty hazardous containers through authorized recycling partners. Thirteen years after the implementation of our environmental system, the hotel has managed to enforce a fairly strict monitoring with prevention maintenance, use of dosage pumps, as well as staff training and professional consultancy. These actions have resulted in minimizing the impact of the necessary usage, as well as the correct storage and disposal of the empty hazardous containers. The target set is achieved as the used quantities remained at the same level in 2017 as in 2016.



**Liquid and solid waste** resulting from the Hotel's operations are separated and handled by approved licensed suppliers. The principle is simple "Reduce, Reuse, Recycle"

All solid waste is separated and collected by Green Dot and other licensed recyclers. The recycling program has been fully implemented in co-operation with Green Dot, the local authorities (new organic waste project that will be launched this year), as well as other authorized suppliers for special waste. The main streams are paper, glass, PMD and special waste as cooking oil, chemical containers, batteries, printer toners, fluorescent tubes, and electrical equipment.



All quantities collected are recorded and analyzed having as a priority the reduction of the total waste production per guests night as well as the correct disposal of the hazardous waste. Based on the analysis we see that in 2017 we managed to reduce the total waste per guest night by 7.3% in comparison with 2016.

Specifically during 2017 through our recycling programme we managed to recycle the following:

- PMD: lt 100500
- Paper: lt 97500
- Glass: lt 59500
- Oils: lt 520
- Batteries: kg 26
- Printer toner: kg 14
- Fluoresces: kg 17
- Metal: kg 335

### **Control of the Emissions and Ozone Unfriendly Gases**

All cooling and refrigeration units are operating with environmental friendly freezing liquids (CFC and HCFC free). Furthermore, we systematically monitor and record the level of emissions from the burners in the boiler room.

**Labour and human rights, as well as the welfare of our people** is at the top of our priority list (The culture of Alion Beach Hotel – Appendix A), as we believe that we can only materialize our business targets through our employees by:

- Training and empowering them to take action
- Providing them with opportunities for career development
- Providing them with rewarding and secure employment
- Building trust and mutual respect
- Showing integrity in our actions, as well as in our words
- Encouraging open communications, honesty, and support for each other.

At **Alion Beach Hotel** we strive to provide a safe workplace where the human rights are respected in accordance with the collective agreements with the unions, the applicable legislation and our code of practice.

We are an equal opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate. In 2015 we were audited twice by the social insurance inspection department with no discrepancies noted. No employment rights issues have been raised by either member of the staff or the unions. The Alion Beach Hotel has managed through all these years to establish itself as one of the top employers. Attention has been given to select, recruit and educate our staff using industries best practices as incorporated in our Holistic branding manual and code of practice. These very good employment conditions resulted in employee satisfaction, high employee loyalty and very low employee turnover. We present below some employee statistics:





Employee breakdown						
	2015	%	2016	%	2017	%
Total Employees	73	100	78	100	86	100
Male Employees	39	53	38	50	50	58
Female Employees	34	47	38	50	36	42
Local Staff	60	82	66	85	76	88
Other nationalities	13	18	12	15	10	12
Replaced	2	3	7	9	13	15
Retired	1	1	2	3	1	1

Target 2018:

- To support the local society by keeping the number of local staff above 80% of the total workforce.
- To increase the employment of women at the hotel at 50%

Training courses analysis										
	Culture		Skills		Health & Safety		Social & Environment		Total	
	No	hrs	No	hrs	No	hrs	No	hrs	No	Hrs
2015	3	42	11	105	4	29	1	4	19	180
2016	1	10	11	86	4	32	4	21	20	148
2017	1	5	8	131	7	41	2	96	18	273

Targets 2018:

- To keep the training hours above 150 per year
- To increase the Social and Environment subject workshops to 20% of the total training hours

	No of accidents		Absence days		Sick Leave	
	Staff	Guests	No		No	Days
2015	3	0	22		4	18
2016	2	0	21		3	32
2017	3	0	3		37	386

Targets 2018:

- The target of -0- accidents for 2018 has been set.
- The sick leave days to be reduced by 30%.

It is through this collective effort of teamwork and by providing a service of excellence to our guests and employees that we can achieve return for our owner and continuous growth of Alion Beach Hotel.



In line with above collective effort, we developed and launched the “Alion Branding” project under the name “Inspiring memories” in April 2016. Through this project, the first “Alion Ambassadors” have been trained.

**Social Responsibility issues** have always played a major role when making decisions at the Alion. We buy local, we employ local, and we promote local traditions and history through our services and other hotel activities. We are members and actively support three local charity organizations, namely “Europa Donna”, Apostolos Pavlos and “Alkyonides”. In 2017 we have donated through this programme the total amount of €5800.

We are members of the Cyprus Sustainable Tourism Initiative (CSTI), as well as the Cyprus Employers and Industrialists federation.

Targets 2018:

- To donate the amount of €6500 for charity.

The **environmental programme** was updated covering additional social issues. Firstly, the guests’ donation programme is up and running and three charity organizations were supported this year via this aforementioned donation initiative. The Alion environmental programme and the Hotel management initiatives have been awarded on various occasions with prestigious awards such as “TUI Environmental Champion”, which gives the hotel a competitive advantage against the competition in the Central European market.

The hotel staff has a good understanding of the targets and objectives of the programme after thorough on the job training.

The **Sustainability Action List** 2018 (Appendix B) was updated by analysing the various actions and projects that the hotel currently implements to ensure a continuity for 2018.

The **Risk Assessment Study** was updated and the health and safety programme was revised in 2015.

During the season, the Alion Beach Hotel staff attended various **seminar programmes**, as per the Training plan 2017. Fifteen courses have taken place during the year, including the new concept of “Authentic Cyprus Breakfast”, introduction to the new version of the ISO 9001:2015 and ISO 1401:2015 as well as courses on the correct usage of garden, cleaning and pool chemicals.

During the **Annual Management Review Meeting**, the General Manager stated that this is the 16<sup>th</sup> year since the implementation of the integrated management system based on the ISO 9001, ISO 22000, ISO 14401, and Travelife principles. The system is very mature, since the implementation was done in 2003, and the hotel management is setting higher standards in the area of customer service. A number of actions in line with Travelife’s requirements were implemented and we are constantly building on its experience, taking initiatives to improve the image of the hotel in the areas of quality, environment, health and safety, and social responsibility.

The Hotel Manager stated that the Alion Beach Hotel complies with all legal requirements, as it has obtained all licenses requested by the local authorities, the Health department of Cyprus, and all other concerned government departments.

For another consecutive year, Alion was rewarded for its performance with various prestigious awards for an outstanding performance; “Environmental Champion” for the 15<sup>th</sup> time by our partner TUI, Trip Advisor’s “Award of Excellence”, HolidayCheck 2017, Apollo “Gold customer choice award 2017” and Booking.com’s award. Our target is to repeat these achievements in 2018.

**Our future plans** include:

- Expansion of our waste recycling programme with the inclusion of an organic waste stream. We are participating in a new programme, which is under development and is run by the local Authorities. The target is that 100% of the kitchen organic waste to be recycled through this programme.
- An increased effort to ensure a further 5% waste reduction through closer monitoring of our waste production and disposal.
- Raise staff and guest awareness on social and environmental issues through staff training and social activities. Our target is to increase the training hours for social and sustainability issues at 20 % of the total training hours (30 per year)
- Continue and reinforce the implementation of our integrated management system prioritizing **Alion Beach Hotel’s mission**, which is to delight our guests with personalized, hospitable and noble service, orchestrated by inspired and engaged professionals, staging memorable all year holiday experiences.



## APPENDIX A

# THE CULTURE OF ALION BEACH HOTEL

Our culture is based on the following core values:

### - **Selecting the best people**

The company strives to select people, who possess a combination of the right level of integrity and loyalty together with the necessary technical expertise to perform their duties effectively. However, when this combination is not possible, the company opts for the person with integrity and assumes responsibility for imparting the required skills.

The company is constantly searching for talent and whenever an employee is recruited and/or promoted it seeks to ensure that the right choice has been made.

### - **Delegating authority**

A second value is to empower employees by delegating responsibility and authority. Time should be allocated to explain to employees what their delegated responsibilities are and to guide them when they have not yet achieved the desired standards.

However, when a person demonstrates that he/she has reached a level of competence to perform the assigned duties effectively, he/she should be allowed the space and the discretion to perform and achieve the set objectives.

### - **Participation**

Employees are encouraged to participate in the process of decision-making. In so doing they would be assuming responsibility and committing themselves to the solution of a problem.

Alion Beach Hotel believes that ongoing training to achieve the right standards and behavioral skills is essential in order to cope with its current challenge of growth.

### - **Showing respect and leading by example**

Emphasis is placed on teaching all employees to show respect to themselves and to other, and ensuring that the senior managers of the company lead by example. It is a primary responsibility of every member of the company to maintain a positive working climate.

### - **Respecting and protecting children rights**

Alion Beach Hotel is committed to respecting and protecting children's rights from any form of exploitation, including sexual exploitation. Any member of the staff observing any evidence of such behavior should immediately report this directly to the Hotel Manager, who will investigate and forward the complaint directly to the office of the Commissionaire of Children's Rights, which is the official authority with duty to protect and promote the rights of the child in Cyprus.

### - **Responsibility for the image of the company**

All employees belong to one organisation, which has a common policy and aims to achieve standards, which show a common line of thinking. All employees have a responsibility in portraying the company's image, and this is an ongoing commitment.



**- Creating Trust and understanding**

The company emphasizes the importance of minimising and preferably eliminating any room for suspicion and mistrust amongst its employees. This lies at the core of the company's philosophy, as only in this way can employees settle their differences amicably and speak a common language.

**- Learning from achievements and shortcomings**

It is strongly believed that each employee must review his performance for the year and does not solely appreciate successes, but also examines failures. A major objective should be to turn any shortcomings into future achievements.

**- Creating added value**

All employees should:

- Demand the maximum of their abilities
- Be able to sustain extreme work pressures and persevere in their work

**- Right in redness and fair treatment**

All employees of Alion Beach Hotel are to be treated equally and fairly over the course of their employment with the company. No discrimination or social, political, sexual, and religious grounds are to take place against any of the employees.

**- Job security safeguards**

All employees are entitled to safeguards concerning the tenure of their employment within Alion Beach Hotel. However, it is the employees' responsibility to perform their duties correctly and to the best of their ability.

**- Remuneration**

The company commits itself to providing competitive remuneration packages to all its employees according to their qualifications, skills and capability, and always within the existing laws.

**- Social Activity and Sports**

The company believes in the importance of organising sporting and social activities as this fosters a sense of belonging to the organisation.

**- Communication**

In order to ensure that an excellent basis of communication is developed, the company believes in the creation of meaningful interaction through planned and effective meetings at all levels. This ensures that each member of the company is aware of what is going on, what the problems and the objectives are.

In summary, the **Alion Beach Hotel philosophy** is based on three general and overarching principles:

- Each employee counts
- Each employee needs to be self-responsible, and
- Each employee should be given the opportunity to manifest his dignity by being trusted to work under his own supervision.

## APPENDIX B

### **Sustainability Action list 2018**

Whilst we strive to enhance the quality of our guests stay and take home memorable experiences, we do all that with respect to the local environment and we manage our impacts for the benefit of the local community in which we operate. We are committed to measuring and managing those impacts by:

- Implementing sound environmental practices in the operation of our hotel. This year we are focusing on banning the use of plastic straws and limit the use of single use plastic cups.
- Endeavouring to reduce our use of energy and water, and re-use and recycle the resources consumed by our business wherever practical as per our sustainability 2018 management programme.
- Encouraging the development and integration of sustainable technologies including renewable energy.
- Monitoring and measuring our environmental performance on a monthly basis as per our sustainability management programme
- Engaging our customers, employees, suppliers and contractors in our efforts to protect the environment
- Providing the ongoing training and resources required to meet our objectives as per our training plan 2018 and the targets set.
- Communicating our policies, practices and programmes to all our stakeholders.

#### **POLICY STATEMENT**

ALION BEACH HOTEL demonstrates a firm and steady commitment in providing high quality services with an aim to satisfy the needs and expectations of our valued guests by ensuring that:

We are fully committed to our actions, we are proud of who we are and what we stand for. We work as a team to be of service to our guests, employees, local community, and owner.

Our services, and facilities are designed and operated to consistently provide the highest quality, food safety and hygiene, social responsibility, environmental, and health and safety standards that will satisfy the needs and expectations of our guests, the local community, and related legislation.

Our continuous efforts and planning will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, safety, comfort and reliability for the benefit of our guests, our business, the local community, and the environment.

Qualitative and quantitative targets are set and monitored in all areas in order to continually improve the effectiveness and suitability of the integrated management system in operation and the minimization of the impact of our operations to the environment and local community.

Ongoing training and development of our employees for quality, food safety, environment, health and safety, and social responsibility issues is in place. Our employees are encouraged to participate in the decision making and our improvement efforts.

We encourage a sense of responsibility, fair treatment among our employees and we integrate quality, food safety, environmental, social responsibility, and health and safety aspects into our day-to-day operations.

The highest standards in health and safety, security and the protection of the environment are adopted, as well as in food safety through storage, preparation and delivery of food in a healthy environment and under the strictest hygiene conditions. Any risks are identified and preventive and corrective actions are taken when and where required.

We cooperate with the public authorities to establish and update contingency procedures to minimize the environmental and health and safety impacts of any accidental discharges.

The management and the staff are to always conduct themselves in a professional manner as defined by the Hotel Manuals and Procedures, thereby ensuring that the requirements defined by our Guests and the International Standards, ISO 9001, ISO 22000, ISO 14001 and Travel Life are continuously achieved and maintained.

1(a) -Our waste management for the time being is based on the following actions:

- By introducing a post mix system, aluminum cans are non-existent in the hotel.
- All glass bottles with return policy are returned to the supplier to reuse.
- Fruit platters offered to new arrivals in the guest rooms are no longer wrapped in cellophane.
- Large jars of jam and honey for breakfast has eliminated the serving of small jam and honey portions
- A4 white paper is recycled by using the blank side for scrap and for internal photocopies
- As far as possible, our preferred suppliers are those that have recycling containers for their goods
- All used batteries, lamps, electronic materials, and cooking oils are handed over to an authorized company for recycling.
- Linen napkins, not disposable ones, are used during dinner.
- Torn linen and towels are used for cleaning purposes and we also supply other partners for the same use
- By installing a dispenser for all housekeeping and kitchen cleaning materials, we can buy in bulk and have eliminated the use of containers.
- All waste quantities produced are monitored and recorded.
- Since the 1st June 2009, GREEN DOT Cyprus has expanded its activities to the Free Area of Famagusta, including Ayia Napa. Alion was one of the first hotels that joined the recycling initiative. We have developed further our internal recycling system and the waste is separated in three main streams (glass, PMD—plastic, aluminum, tetra pack and paper) and is disposed in special dustbins provided and processed by GREEN DOT Cyprus. This project constitutes the largest part of our waste management system and it has reduced the waste we send to the land field by a very big percentage.





1(b) – Since December 2002, the Alion Beach Hotel is connected with the public sewage system for waste water. The quality of the water received from the system is very good and the quantity is sufficient for our irrigation needs. As a result no other additional source of water is needed for irrigation purposes.

- A certain quantity of water is provided from the desalination plant of Dhekelia.
- All existing WCs have been converted into using a dual flush system.
- Every WC that will need replacement will have the dual flush system without exception.
- The gentlemen’s public toilets, the urinals, and the flushing system has been replaced with an optical eye to ensure that flushing only occurs after usage and not on a cyclical system as before.
- All public toilets now have infra-red (optical eye) faucets instead of single handle water mixers to minimize water usage.
- All kitchen mixers are now infra-red (optical eye) faucets instead of single handle water mixers to minimize water usage.
- All guests bathrooms now have water mixers with a single-handle level
- The shower heads at the pool area have been replaced with low consumption ones.
- All taps and toilets are regularly checked for any leakages
- Daily checks and evaluation of the water and energy consumptions is carried out in order to prevent any misuse.
- All the gardens are watered with a sprinkler system where needed and a drop system for the trees and plants.
- In winter 2011, we installed an automatic irrigation system at the front entrance garden and we plan to expand this to all the parts of the hotel’s garden areas in the near future.
- The Hotel tries to plant many endemic plants that do not need a lot of water, such as carob trees, palm trees, bougainvillea etc.
- A small area has been dedicated to a small herb garden to supply the kitchen.
- An information leaflet about the basic trees and plants in the Alion Beach hotel garden has been printed.
- The hotel has developed a system for the linen and towel change in which the guests are in control. They actively participate by informing the chambermaid when they would like their linen or towels to be changed.
- Constant on-the-job training of all staff members, especially the kitchen, housekeeping, and maintenance, on how and why water should be saved.

- 1(c)
- All incandescent lamps have been replaced with low energy and LED-lamps.
  - Each bedroom next to the main entrance has a main switch for all electrical circuits in the room.
  - All balcony doors have an electrical cut-off switch for the air-conditioning.
  - ALL balcony doors were replaced with double glazing in the winter of 2008-2009, thus achieving a much better thermal insulation. This project is sponsored 30% by the Cyprus government as part of supporting energy safety measures.
  - Whenever possible we have a group of lights on a time switch.
  - As the majority of the hotel rooms have a sea view (south), their direct exposure to the sun in the winter time heats them up, which means less need for heating.



- All refrigerators are equipped with a thermometer and their temperature is recorded twice a day to rectify any deviation from the standard.
  - The energy consumption and energy efficiency is an important parameter when evaluating any new machinery to be purchased.
  - A programme to record and monitor all energy consumptions (electrical and fuel) is in place.
  - The staff is regularly trained on energy conservation.
  - The chillers are replaced with a new one of the latest technology and with lower electricity consumption. This new chiller incorporate a heat exchanger, therefore we preheat our hot water to 45° C and we only use petrol to achieve the additional 5°C to reach the requested temperature of 50° C (a crucial point for Legionella prevention). With this action (change took place beginning of June 2006) we managed to reduce the petrol consumption by 85 % in 2006.
  - In winter 2013 -2014, the installation of an intelligent energy management system in all rooms was completed. This system takes control of the room temperature by switching off all room lights simultaneously when the guests leave the room. Upon return of the guests, the system automatically returns back to all settings as left by the guests. We estimate to have significant energy conservation on the monthly electricity consumption.
  - A small photovoltaic system has been installed to autonomously operate the indoor and outdoor pool filtration system.
  - A solar system to heat the indoor pool during the winter season and also provide hot water for the guest rooms has been installed. The system has significantly reduced the oil consumption during the winter months and has completely eliminated the use of during the summer months.
  - A limit switch and an air curtain were installed on our deep freezers door.
  - The Duty Manager checks daily the needs of the hotel for air-conditioning / heating and we adjust our time tables according to the needs of the day.
- 1(d)
- Ecological products, such as wine, honey, wheat etc. are purchased as far as possible
  - Every possible available piece of land is used to organically grow some herbs and vegetables for our cuisine.
  - All food storage areas are checked daily for tidiness, cleanliness and that each food item (meat, fish, dry goods etc.) is stored the appropriate place and at the right temperature.
- 1(e)
- There is an in-house training scheme in place for our employees to create environmental awareness in conjunction with relevant seminars organized by our environmental consultants.
  - There is an environmental committee with a management representative established. Its responsible for the identification, planning and implementation of the hotels environmental policy.



2

- Guests, visitors and employees are not allowed to park their cars in the front of the hotel. We ask them to use the underground parking area.
- Alion is situated on a unique location where the hotel is built far away from the main road. On both sides of the hotel (west and north) you have two parks with mature trees that reduce the noise level.
- Employees are trained “to be seen, but not to be heard”.
- Chambermaids are not allowed to go on the floors before 09:30 and also to leave the floors by 15:00.
- All hotel floor corridors are carpeted.

3

- A local yellow sandstone has been used to partly decorate the outside walls of the hotel.
- The floor tiles of our pool area and pool restaurant/bar are of local mountain slates.
- All footpaths are covered with local slate.
- The hotel architecture makes the most of the sea view. All guests areas be it the gym, bar or restaurant have sea view.

4

- The hotel is situated well back from the secondary street. Between the hotel and the street there are well looked after gardens including rose beds and mature trees.
- No cars are allowed to be parked in front of the main entrance. All cars are parked in our underground car park.
- Situated on a sandy beach with shallow crystal clear waters. Between the beach and the hotel itself there are well looked after lawns, flower beds, palm trees, and other mature endemic trees.
- No industry be it heavy or light is anywhere near the Alion Beach Hotel.
- On both sides of the hotel there are two small forests with mature trees, which are designated as forestry areas and thus protected by law.

5

- The beach in front of the hotel is Blue Flag certified (a certification by the Foundation of Environmental Education FEE)
- There are litter bins on the beach and they are emptied daily.
- The local municipality is in charge of beach cleaning with assistance from the hotel, as far as informing them when it is time to come and clean the beach.
- Both pools are cleaned daily and all chemicals added twice a day.
- The purity of the pool water is checked twice a day by our technicians (chlorine and PH) and once a month by a certified laboratory
- The water from the reserve tanks and the closed and opened water systems are analyzed monthly for its quality and bi-annually for Legionella disease.
- The hotel’s litter bins are emptied twice daily.
- Hotel employees check the cleanliness of the beach and the pool area on a daily basis and corrective actions are taken when deemed necessary.



6

- A seminar on the new law for health and safety at work was attended.
- A risk assessment study was conducted and relevant additional procedures have been incorporated in our ISO system to cover all study findings.
- A gas detector has been installed in the kitchen area.
- Key staff members are trained on giving first aid.
- A strict non-smoking policy is in place with all indoor areas being non-smoking.
- All food stores have had extractor fans and air handling units installed.
- All hotel rooms are non-smoking rooms with smoking only allowed on the balcony.
- The indoor restaurants (breakfast and dinner) are non-smoking zones . Also the outdoor restaurants during meals hours (breakfast & dinner) are non smoking.

7

- The Hotel does not use any pesticides
- The consumption of all chemicals is recorded in specific data sheets.
- A seminar for maintenance and housekeeping staff on why and how chemicals should be used with minimum usage has been conducted.
- All public toilets are equipped with soap dispensers
- All suppliers are evaluated as part of our environmental policy.
- A guest towel and bed linen exchange system is in place to encourage guests not to demand daily washing of their towels. This saves a lot of water and reduces the phosphates from the laundry detergent to impact our Earth by minimizing the amount of laundry.
- The hotel only uses bio-degradable cleaning products.

8

- Our guests are encouraged to use public transport.
- Information about bicycle renting and time tables of the local buses is available at the reception
- A large majority of our guests are transferred from and to the airport by coaches.

9

- The level of emissions from the burners in the boiler room is systematically monitored and recorded.
- When purchasing a new refrigerator or split unit we have a requirement that it must operate with environmental friendly freezing liquids (CFC and HCFC free). We have replaced all refrigerators with environmental friendly ones.
- All halogen fire extinguishers have been replaced with halogen free ones.

- The hotel cooperates with the local police by informing them in case of water pollution from passing ships.
- The hotel is a member and actively supports the “Alkionides” charity group and Europa Donna. Since 2013, we ask our guest to actively participate in this effort by donating the symbolic amount of €2, which is added on their hotel bill on a voluntary basis.
- The hotel is a member of the Cyprus Sustainable Tourism Initiative (CSTI), which was established in 2006. Its goal is to promote the development of sustainable approach to tourism in Cyprus through the preservation, conservation and the protection of the environment, the sensible use of natural resources and the improvement of the social and economic conditions of marginalized rural communities of Cyprus.
- The hotel actively supports the ARGOS Famagusta Cat Care Project (AFCCP) by donating an annual amount towards the neutering and health care of the cats, placing a donation box at the hotel’s souvenir shop. We have created a cat feeding station in the hotel gardens and appointed a member of the staff to feed the hotel cats and encourage the hotel guests to feed the cats only at the designated feeding area.
- The hotel has started the implementation of an environmental management programme under the consultancy of the Mansystems Consultants and we were certified with ISO 14001 in November 2003.
- The hotel participates in all activities organised by CYMEPA in the area.
- The hotel organizes the Alion’s Green Day once a year. An occasion at which hotel employees and hotel guest engage in cleaning the beach.
- The Employee handbook has been
- The hotel works with the local community concerning environmental issues we believe are very important. For this reason we aim at creating a PRO EARTH GROUP (PEG), which will promote environmental issues to guests and the community.
- The hotel has designed and has made available an information leaflet about the plants and flowers that grow on the beach in front of the hotel.
- There is an environmental information board for our guests.

