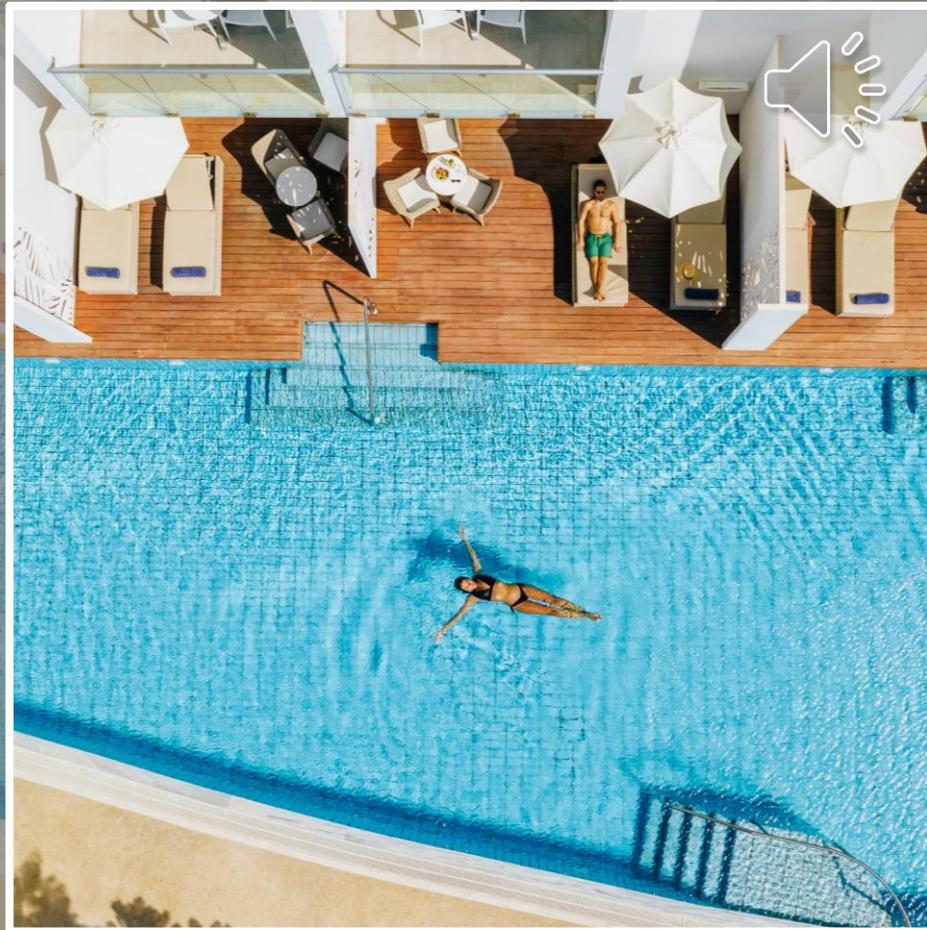


WELCOME TO Sofianna Resort & Spa

Responsible Tourism
creates better places
for people to live and
better places to visit.



SUSTAINABILITY REPORT



Introduction

The Sofianna Resort & Spa Resort is proud to be among the finest hotels in Paphos. It has grown from humble beginnings on the principle that quality services is at the core of how we do business.

Our commitment to serve our associates, customers, environment, and communities forms a vibrant culture, a robust business and generates a strong community.

In order to become environmentally and financially sustainable we engage in practises with the support of our management and team associates which results in a continual improvement of our performance in vital areas of the hotel.

We ensure environment initiatives impact the guest experience in a positive way and support initiatives in the local community, communicating and celebrating environmental achievements.

At Sofianna Resort & Spa we work every day so that our hotel is becoming more responsible with the environment and the community.

Our Travelife sustainability report reflects the progress our hotel has made over the years against our goals.

The report aims to keep up to date all concerned parties, e.g., senior management of the hotel, employees, guests, tour operators/associates/suppliers, local community and the public.

Presentation of the Hotel Facilities

The Sofianna Resort & Spa is rightfully proud to be among the finest hotels in the Paphos holiday resort on the southwest coast of Cyprus.

Situated in the centre of Kato Paphos tourist area the Sofianna Resort & Spa commands a prime location.

A family-owned and run hotel, it has grown from humble beginnings with continual enlargements and modernisations to become the exceptionally comfortable hotel of today.

We are officially rated a 4-star hotel.

Now mainly on an All Inclusive Basis, the hotel offers a variety of top class facilities, with three restaurants, three bars, two large outdoor swimming pools, a children's pool, a small themed waterpark, one indoor pool, a fully-equipped SPA and a gym.

Presentation of the Hotel Facilities

More facilities are to be found in our area just within walking distance away from the hotel, including a selection of restaurants, bars and fun parks.

The resort is consisted of 172 beautifully appointed rooms, stylishly designed for comfort and relaxation. All rooms offer amenities such as air-conditioning, telephone, LCD television with international channels, high-speed Internet, safety deposit box and the finishing touches of a 4-star hotel. There are special interconnecting rooms should you wish to enjoy a family vacation, while all rooms and common areas are Non-Smoking. The resort has 4 designated smoking areas.

Sofianna Resort & Spa is situated:

- 2km from Paphos harbor
- 3km from Paphos city center
- 500m from Kings Avenue Mall
- 15km from Paphos International Airport

Sustainability Commitment

Whilst we strive to enhance the quality of our guest's stay and ensure they 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:

- Endeavouring 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
- Engaging our customers, employees, suppliers and contractors in our efforts to protect the environment.
- Providing the necessary resources to meet our objectives and targets set and ongoing training for our staff on environmental, social and health & safety issues
- Communicating our policies, practices and programmes to all our stakeholders

The Hotel's Sustainability Management System is based on the Travelife requirements.

Sustainability Targets

The environmental targets set for 2022 are monitored and appropriate measures are taken.

The targets set on the Environmental Plan for 2022 using as a base 2021 are:

- ❖ Reduce electricity consumption per guest night by 7%
- ❖ Reduce water consumption per guest night by 4%
- ❖ Reduce waste output per guest night by 3 %
- ❖ Reduce the diesel consumption per guest night by 5%
- ❖ Reduce the gas consumption per guest night by 5%
- ❖ Reduce the chemical consumption per guest night by 3%
- ❖ To increase sales turnover by at least 3%

Environmental Aspects and Consumption - Electricity Consumption

The energy is supplied by the Electricity Authority of Cyprus and is primarily used for lighting, heating and cooling and the running of the hotel equipment i.e., kitchen equipment, fridges and freezers, office equipment etc.

The figures below are for the months of March to November when the Hotel is in operation. Operation of 2020 was from August to November due to the pandemic.

In 2021 the hotel operated from June to November (15148 room nights in 2020 vs 39777 room nights in 2021).

Despite the increase of electricity consumption in 2021 vs 2020 by 86.04%, the average consumption per guest night in 2021 was decreased by 29.12 % & achieved a 12.90 kwh per guest night vs 18.20 in 2020.

	2020	2021	2022 (target)
Electricity Consumption (kWh)	275719	512959	720000
Electricity Consumption (kWh / Guest Night)	18.20	12.90	12.00

Environmental Aspects and Consumption – Electricity Consumption

For the year 2022 we aim to minimize energy consumption by adding new light sensors in our two public wc.

Also, we shall look into photovoltaic solar energy systems options in order to cover most of our needs and to reduce energy consumption from the grid.

The target for 2022 is to drop electricity (kwh) per guest night by 7%.

ENERGY REDUCTION ACTIONS

Lighting

Have implemented a lighting rota requiring staff to turn off lights in public areas when not required during daylight hours.

Have installed motion-sensor lighting in public areas and light sensitive switches, which can switch on lights automatically when dark falls and switch them off in the morning automatically in all room's corridors of the 3 blocks. Timers are also installed.

Automation systems in rooms contributes to saving energy as lights & a/c don't turn on if doors are open as well as they switch off within 20 minutes of guests having left the room.

Our lights are 100% LED high efficiency lights & bulbs.

Additional light detectors shall be installed for more efficiency in some cases as well as motion detectors.

Environmental Aspects and Consumption - Electricity Consumption

Refrigeration

Have scheduled a maintenance check to ensure all equipment operates efficiently.
Walk in fridges are equipped with entrance curtains

Heating / Air conditioning

Have installed motion-sensor units that automatically switch off when windows and doors are open.
Have assigned a member of staff to check that units are switched off in inactive areas of the hotel such as conference rooms, pool bar and a la carte restaurant.
Have installed aluminium balcony doors & windows with insulated thermal aluminum and glass

Laundry

Have reduced the amount of laundry (cooperation with outsourcing laundry associate) by informing guests on the environmental costs and establishing a policy on bed sheets and bath/pool towels changes.

Guest's Launderette

Ensure all electrical equipment & lights are safely switched off during inactive hours of operation.

Renewable energy resources

We have renewable energy technologies, such as solar panels, which can naturally heat water. This will reduce the amount of energy used from the national grid and thus reduce costs.

Environmental Aspects and Consumption - Diesel Consumption

The Hotel maintains two tanks for the storage of diesel of total capacity 3000 & 2000 litres respectively).

Diesel is supplied by Petrolina company and is primarily used in boilers for heating water at rooms, main kitchen & indoor swimming pool.

At block 3, electricity is used 100% instead of diesel.

	2020	2021	2022 (target)
Diesel Consumption (kWh)	68190	157121	225000
Diesel Consumption (kWh / Guest Night)	4.50	3.95	3.75

Comparing 2021 to 2020 there is an increase in consumption of diesel, however the consumption per guest night is lower by 0.55 kwh (12.22% decrease).

The increase of consumption is mainly due to the higher occupancy (162.58 % increase of room nights in 2021 vs 2020). The positive note is that we have reduced the diesel consumption of 2021 per head, as shown above.

For the year 2021 the target was achieved with 12.20% per head reduction on diesel consumption. In 2022 onwards we aim to decrease the consumption of diesel per head by utilizing solar energy. In addition, we shall pay attention to better monitor operation of burners, service regularly & check the pipes insulation often.

Environmental Aspects and Consumption - Gas Consumption (LPG)

The Hotel maintains 5 tanks for the storage of gas of total capacity 2500 litres (500 litres each).

Gas is supplied by Petrolina company and is totally used in the kitchens.

Main kitchen & another two individual outlets, Mylos snacks & Mesogios a la carte restaurant absorb the total supply of gas.

	2020	2021	2022 (target)
Gas Consumption (kWh)	25537	23308	33600
Gas Consumption (kWh / Guest Night)	1.69	0.59	0.56

Consumption of gas for 2021 was decreased in comparison with 2020 even though our occupancy was much higher, as we had 162.58% increase of room nights.

Moreover, we shall make efforts for further decrease the gas consumption.

In 2022 we aim to decrease this further by utilizing better our gas consumption.

Environmental Aspects and Consumption – Total Energy Consumption

In the following table the total energy consumption is calculated in terms of kWh / guest night. This provides a clearer picture for the total energy consumption.

In 2021 we had a substantial increase of total energy consumption in comparison to 2020 as a result of the higher occupancy. However, we have achieved a much lower consumption per guest night, having 17.43 in 2021 vs 24.39 in 2020. In addition, we have managed to decrease the total gas consumption by 8.72% in 2021.

	2020	2021	2022 (target)
Electricity (kWh)	275,719	512,959	720,000
Diesel (kWh)	68,190	157,121	225,000
Gas (kWh)	25,537	23,308	33,600
Total Energy in (kWh)	369,446	693,388	978,600
Total Energy in (kWh / Guest Night)	24.39	17.43	16.31

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Total Energy in (kWh / Guest Night)	24.39	17.43	16.31

Action methods for improvement

- Continue training of personnel
- Keep our guests informed of our energy saving policies
- Ongoing reminders to employees to minimize energy usage where possible
- Install more electricity meters in order to monitor consumption
- All new equipment purchased will be with energy saving features
- Continue to use LED lighting within the entire hotel
- Monitor the internal public areas at night-time
- Continue and follow our environmental policy
- Introduce periodically in-house seminars for the hotel employees in regards environmental practices
- Continue to monitor the monthly energy consumption

Environmental Aspects and Consumption - Water Consumption

The Hotel is supplied with fresh water from the Municipality for use in the rooms, kitchen areas, hygiene areas, swimming pools and other outlets of the Hotel.

Whilst we had an increase in the consumption of water due to the higher occupancy vs 2020, overall, we had a substantial decrease per head between in 2021 vs 2020, having 0.245 m³ per guest night vs 0.301 m³ in 2020.

Efforts have been made to reduce the consumption even more with information provided to guests and staff.

In 2022 we aim to reduce water consumption per guest night even lower, by making all employees of kitchen, maintenance & housekeeping, & bars/restaurants more aware to water saving.

	2020	2021	2022 (target)
FRESH WATER (m ³)	4556	9731	14112
TOTAL WATER (m ³ / Guest Night)	0.301	0.245	0.235

Environmental Aspects and Consumption - Water Consumption

WATER REDUCTION ACTIONS

General

Maintain pipes and mend leaky taps.

Train staff regularly (including induction for new staff).

Install back-of-house signs reminding employees how to manage water.

Advise guests how they can play a part in water efficiency.

Taps (kitchen, public restrooms, guest rooms)

Monitor the temperature of water, although hot water tanks should be set at 55°C, which is the minimum needed to remove Legionella.

Install mixer taps, which can reduce water consumption by ensuring that water is delivered at the required temperature.

WCs (public restrooms, guest rooms)

Install low-flush WCs.

Environmental Aspects and Consumption - Water Consumption

WATER REDUCTION ACTIONS

Towel and linen reuse

Display information cards in guest rooms & on tv to encourage the reuse of towels and/or linen. Refer to the environmental impact and explain where towels for reuse should be left.

Gardens

Use timing devices to minimize operating times or water manually.

Only water gardens at the coolest time of the day (early morning) to avoid evaporation.

Action methods for improvement

Continue and follow our environmental policy

Introduce periodically in-house seminars for the hotel employees in regards environmental practices

Ongoing reminders to employees to minimize water usage where possible

Creation of a monthly check list for pipe leakages (maintenance department to be responsible)

Environmental Aspects and Consumption - Chemical Consumption

The Hotel uses chemicals for cleaning purposes, maintenance, chemical spraying in the gardens and the swimming pools.

The use of chemicals in our hotel is done with sensibility and according to our needs. Every effort is made to buy bulk quantities and either return the plastic containers to the suppliers or we reuse them, or we recycle.

Lists of all chemicals of each department are kept including consumption per year, information regarding hazards of each one and storage quantities. Employees are trained taking all precautions and protective measures while using them.

Housekeeping department

	2020	2021	2022 (target)
Housekeeping chemical consumption (Liters)	1782.97	3564.39	4620
Liters / Guest night	0.117	0.089	0.077

The consumption in 2021 was increased compared to the previous year 2020 as far as Housekeeping. This is mainly due to increased demand compared to the previous year 2020. However, we had a decrease per guest night having 0.089 liters per guest night in 2021 vs 0.117 litres per guest night in 2020, a decrease of 23.93%.

Environmental Aspects and Consumption - Chemical Consumption

Kitchen department

	2020	2021	2022 (target)
Kitchen chemical consumption (Liters)	702.10	1848.40	2589
Liters / Guest night	0.0463	0.0464	0.0431

The consumption in 2021 is increased compared to previous year 2020 as far as the kitchen. This is mainly due to increased demand compared to previous year 2020. Consumption per guest night in 2021 was maintained at the same level as in 2020.

Maintenance Department

	2020	2021	2022 (target)
Maintenance chemical consumption (Liters)	4101	6316	7200
Liters / Guest night	0.270	0.158	0.120

We have installed a UV lamp for the indoor pool in order to reduce the consumption of chemicals. Also, we have swimming dosing pumps in order to achieve savings on chemicals. appropriate usage of chemical instructions and quantities.

Environmental Aspects and Consumption - Waste Management



Any liquid and solid waste resulting from the Hotel's operations are separated by our employees and then collected and handled by approved licensed associates accordingly.

The recycling program is implemented in co-operation of the Green Dot.

Paper, PMD and Glass are collected through Green Dot subcontractors, however actual numbers and/or receipt of collection are not provided.

Therefore numbers/weights are calculated approximately by the weight of recycle bin and the frequency of collection by us.

In terms of the mix waste, we can't recycle the hotel uses a compactor instead of the typical big green bins which are collected by the municipality.

Mixed waste compaction means a smaller physical volume of the waste in its entirety, which means fewer trips needed to collect it. A key benefit of this is a smaller carbon footprint associated with our waste management, as its fewer miles needed to drive between your site and either a landfill or recycling centre.

In 2020 & 2021 the hotel started analysing the figures from recycling our waste and the results follow.

RECYCLING & MIX WASTE 2020

	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	TOTAL
PMD (kg)	70	120	240	130	560
Paper(kg)	200	105	160	18	483
Glass(kg)	115	285	480	20	900
Mix waste(kg)	1440	4190	7600	450	13680

RECYCLING & MIX WASTE 2021

	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	TOTAL
PMD (kg)	350	410	460	375	320	240	2155
Paper(kg)	90	115	203	210	164	197	979
Glass(kg)	50	105	205	215	320	155	1050
Mix waste(kg)	1570	3400	7200	7800	11500	5200	36670

RECYCLING OF OTHER HAZARDOUS ITEMS

	Authorized Recycler or Returns to Suppliers	2020	2021
BATTERIES (kg)	Afes Cyprus Ltd	4	7
INK/TONER (pieces)	Athanasios Ekonomides Documents Solution	12	7
LAMPS (pieces)	Weee Electrocyclosis	50	70
USED OIL (liters)	Kazoil	570	635

Our main target is to minimize waste year by year and improve our recycling items segregation in order to better contribute to sustainability.

We shall continuously try our best in reducing, reusing and recycling.

Paperless

- Use technology to reduce the usage of paper.
- We use Viber, WhatsApp & emails for internal communication between departments of the hotel.
- #MyHappyPlace app is the ultimate accommodation guide. Through the app, our guests are able to check-in online before arrival. During their stay with us, can make a reservation at our restaurants; find out useful information that will make their stay more comfortable.
- Through the application, guests can also receive the questionnaire regarding their stay and experience at our hotel and stay up to date with our latest news, special offers as well as redeem My LH Points that have earned! Also, we encourage customers to give their feedback using their tablets or phones on social media (TripAdvisor etc.) instead of filling a paper questionnaire in room.

Environmental Aspects and Consumption - Labour and Human Rights

The Sofianna Resort & Spa has devoted time and money to protect and safeguard human rights for those employed in the Hotel. Through its long history the hotel has undertaken numerous seminars and other training programs both in management and lower level with the target of creating professional employees, working in a respectable environment, where human rights are recognised.

We are an equal opportunity employer and as mentioned above we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate. An important factor and proof of our policy is the low employee turnover, the long-lasting employment of the majority of our employees despite the hotel that we are operating on a seasonal basis.

All new employees are informed before they start work about the terms and conditions of their employment, including pay and welfare arrangements.

At the Sofianna Resort & Spa we give the best possible opportunity for staff to exchange their knowledge and to prove their talents. In this way we upgrade the quality and the standard of our employees as well as our establishments. We try to keep discrimination at its lowest level and in the meantime, we give employment opportunities to locals as means of support to the community where we belong.

Environmental Aspects and Consumption - Labour and Human Rights

Furthermore, in order to give clear procedures and instructions to our staff with the target of protecting and securing their health and safety we have for long time implemented management systems such as ISO 22000, Risk Assessment and Travelife which contribute to minimizing accidents, injuries and reduces the loss of work due to such issues.

At **Sofianna Resort & Spa** 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. **During the last two years we had no days lost due to accidents or injuries.**

The breakdown of Hotel employees is shown below:

Employees	2020	2021
Male Employees	18	22
Female Employees	51	53
Local Staff	26	25
Other nationalities	43	50

Whilst we encourage non-discrimination, we employ local people, in order to support the local community where the Hotel operates.

Local staff employment for the year 2021 vs 2020 was more or less the same, as we had only 1 employee less.

Environmental Aspects and Consumption - Community and Social Activities

We have the community and social events high in our agenda. We have contributed in some social and community activities so far; however, we would like to contribute further with the organization of in house future social events on a yearly basis as from this year.

We are committed to cooperating with local business, agencies and organizations.

It is needless to say that we support local activities promoting our culture, customs and traditions. Our reception colleagues are trained and fully aware of various traditional culinary options, historical venues like Ayia Kyriaki church etc.

Also, we recruit persons who live locally.

We promote Cyprus breakfast and various traditional products.

Our all-inclusive package includes a wide variety of locally produced alcoholic and non-alcoholic beverages.

Last but not least, local events and business promote their services and products at no cost within our hotel as brochures/flyers are available at representative's area of tour operators.

Environmental Aspects and Consumption - Community and Social Activities

Supporting evidence for our hotel's activities is the community/social activity table.

YEAR	EVENT/ACTIVITY
2019	Pavement construction of our neighbourhood
2020	Embellishment (installation of spotlights) of 2 churches (Ayios Antonios & Ayios Georgios) in our area
2021	Landscape & construction of garden at the north side of the hotel in front of apartment building
2021	Donation of slippers & sugar sachets with old logo to Prosvasi (non-governmental organisation) that works with people who are socially excluded, disable people, with all kinds of minorities, with the poor & disadvantaged
2021	Donation of placemats with old logo SUNCONNECT to nursery school.

Environmental Aspects and Consumption - Purchasing

Purchasing goods and services locally is also a priority for us. Whilst ensuring a wide range of quality products, we purchase and promote local suppliers too.

During 2021, 21% of our suppliers were locals and it is our target to increase this amount to 30% by the end of 2022. This will help reducing CO2 emissions from the transportation.

In addition, we endeavor to buy energy efficient electrical equipment. Also, we continuously make efforts to consider and buy in bulk so as to minimize waste of cardboard and plastic.

9.0 Hotel Performance / Guest Satisfaction

The Hotel meets all its legal and contractual requirements, in line with ISO 22000 including legal requirements for health and safety.

As a means of promoting our sustainability efforts we promote them on our website, social media, on info TV by the front desk as well as on the TV's in all guest's room.

Environmental Aspects and Consumption - Purchasing

We at Sofianna Resort & Spa evaluate all our services available to guests and we pay a lot of attention to comments and suggestions made.

Moreover, we receive customer service questionnaires scores from our tour operators which evaluate us separately for their specific market.

All CSQ scores are evaluated and discussed during the weekly management meetings which include the manager and all the head departments.

Based on the findings of all these questionnaires for the period March to November guests score the hotel. This evaluation and assessment process helps us to improve even more our scores and we set targets for all departments.

Trip advisor ranking position (9 out of 71 hotels in Paphos) reflects our very good standards and guest's satisfaction.

Environmental Aspects and Consumption - General Comments

Environmental issues are a topic discussed and updated in the head of departments meetings & meetings of the health, safety & sustainability committee.

All targets set are discussed, and suggestions are noted in order to implement accordingly.

We have all expressed our commitment in improving our working relation as well as environmental issues with the local community.

Special efforts were made regarding our kitchen purchasing policy as we shall do our best in increasing the percentage of local suppliers.

Charity & social activities have been discussed during the first meeting of the year and we have shared ideas to be decided within the year in next meetings.

Environmental Aspects and Consumption - General Comments

Summary of our Sustainability Activities

1. Water dispensers (20 litres tanks) in staff canteen & spa in order to reduce the use of plastic bottles. Those containers are returned to supplier.
2. Have installed solar panels on the roof of the three blocks of the hotel and managed to secure 90% of the hot water needs and have reduced the hotel's diesel consumption per guest from 4.50 kWh to 3.95 kWh last year.
3. Have replaced all aluminium balcony doors and windows in rooms and public areas with insulated thermal aluminium and glass.
4. Have replaced 100% of our lights with LED high efficiency lights and bulbs.
5. Recycle our waste, and all our staff have significant involvement in its success.
6. Have installed sensor flush control in most of water public taps & all urinals.
7. Have installed eye detection lights in staff toilets as well as other public areas.
8. Have replaced all plastic items (straws, stirrers, cutleries, plates) with paper & wooden ones.
9. Use as much as possible reusable polycarbonate glasses outdoors instead of mono use disposable ones.
10. Reuse ruined linen/towels as cleaning rags
11. Reuse plastic bin bags of offices, rooms & all public areas where possible
12. Purchase in bulk where possible

Environmental Aspects and Consumption - General Comments

Sofianna Resort & Spa is committed to further improve its impact on the environment and the local community by taking initiatives in support of the environmental improvement and sustainable development, whilst ensuring the guests satisfaction.

It is our intention to increase our efforts and get everybody involved in order to ensure a sustainable future.



WE THINK GREEN & CONTRIBUTE TO SUSTAINABILITY

Part of our eco-friendly approach through green practises

Save Energy

- Please switch off all your room's power sockets and A/C that are not in use.
- Suggested A/C temperature - 24° - **You save Energy!**
- When in your room, please switch off as many room lights as possible.



- Please do not take tableware & glassware to your room



WE THINK GREEN & CONTRIBUTE TO SUSTAINABILITY

Part of our eco-friendly approach through green practises



- ❖ Order your drink
- ❖ Insist to your server that you do not want a straw
- ❖ Enjoy your drink knowing you won't be contributing to the choking of our planet



For our services and facilities please visit our site:



www.sofianna.com

Wi-fi Network: **SOFIANNA GUEST WIFI**

Wi-fi Password/Key: **Sofianna2021!**





S.

Sofianna
Resort & Spa
★★★★



Enjoy your Holiday!!!

Thank you
The management

