

Leonardo
LAURA

Beach & Splash Resort

PAPHOS - CYPRUS

Sustainability Report

2018 - 2019

Leonardo Laura Beach & Splash Resort

- ▶ The Leonardo Laura Beach & Splash Resort is ideally situated next to the crystal blue waters in Paphos. Guests are a stone's throw away from the beach and just a short distance from the numerous shops, bars, cafes and restaurants.
- ▶ The Hotel has earned its status as a luxury accommodation by nurturing a holiday experience based on the basic principles of prime location, friendly service, modern facilities and great food. These principles have enabled us to build a loyal following of repeat guests who we hope to be able to host for many years to come.

Quality of services and respect for the environment and the local community ensure the healthy operation of the resort for many years to come, with our primary goal being the protection of the area of our operation. We undertake in providing both social and economic benefits for the local community and also ensure that any negative effects which our operations may have on the environment are reduced. We aim to operate in a manner that is economically, socially and environmentally responsible because we believe that by taking our share of responsibility we motivate others.



1

We strive to meet success through the satisfaction of economical, ecological and social criteria by managing our business in a way that equally balances these three pillars of sustainable development. In order to achieve this goal, Leonardo Laura Beach & Splash Resort is committed towards a sustainable future but *without compromising the quality of our services and care for our employees and guests.*

The Hotel runs Quality procedures, aiming to convert visions and commitments to reality. Therefore, to ensure continued suitability and effectiveness, the Management of the Hotel reviews all policies and the objectives of Quality periodically.

2

3

We make sure that our policies are communicated to all our stakeholders. Our policies are posted on the info-kiosk located in the lobby area for the information of our guests. Policies can also be accessed through our website for anyone interested.

We understand that our employees are the key to success with costumers.

1

We constantly motivate our employees in becoming better as individuals and as professionals and provide them with the opportunity to achieve their professional goals. This is achieved with yearly internal assessments on their work accompanied with suggestions for improvement. Our employees receive training every year on various aspects and records are being kept as a guide for their ongoing training.

2



Our company believes in equal opportunities and fair treatment of employees. As a fair-treatment employer we do not tolerate discrimination and harassment of any kind and aim to provide an environment which is healthy and compatible with current legal requirements. Our staff consists of both native and non-native team members and some of our members work at our hotels for many years.

We make sure that employees work within a safe and pleasant environment as we strongly believe that it helps them derive satisfaction from their job, the quality of services is improved and also it serves as a guarantee for our employees' welfare.

2017

250 employees
 46.30% local people
 56.40% women 141
 43.60% men 109

We commit to protect and have respect for the local community and to achieve this we constantly encourage the employment of local staff as an attempt to help the community in our area of operation.

2018

280 employees
 40.45% local people
 60.45% women 169
 39.55% men 111

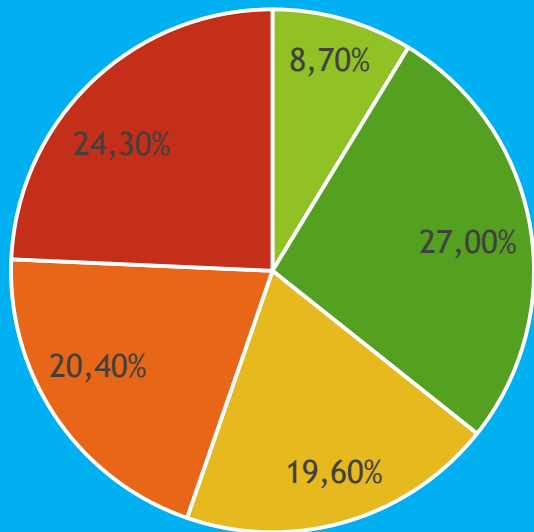


More women employees than 2017 by 28



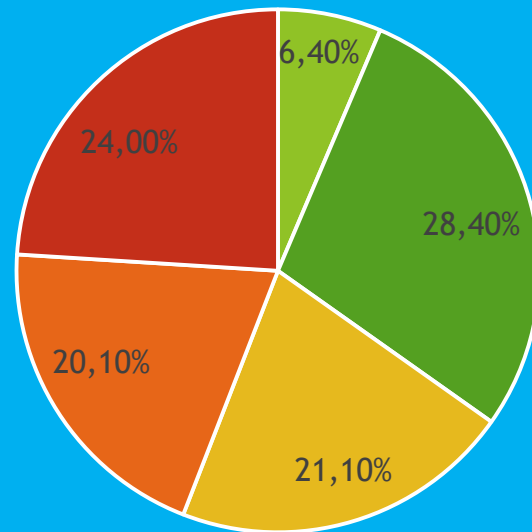
Less local people in relation with 2017 by 5.85%*

2018



■ 18-20 yo
 ■ 21-30 yo
 ■ 31-40 yo
 ■ 41-50 yo
 ■ 50+

2017



■ 18-20 yo
 ■ 21-30 yo
 ■ 31-40 yo
 ■ 41-50 yo
 ■ 50+

We are committed to give same opportunities to different people regardless sex, age etc.

J O B Satisfaction

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R

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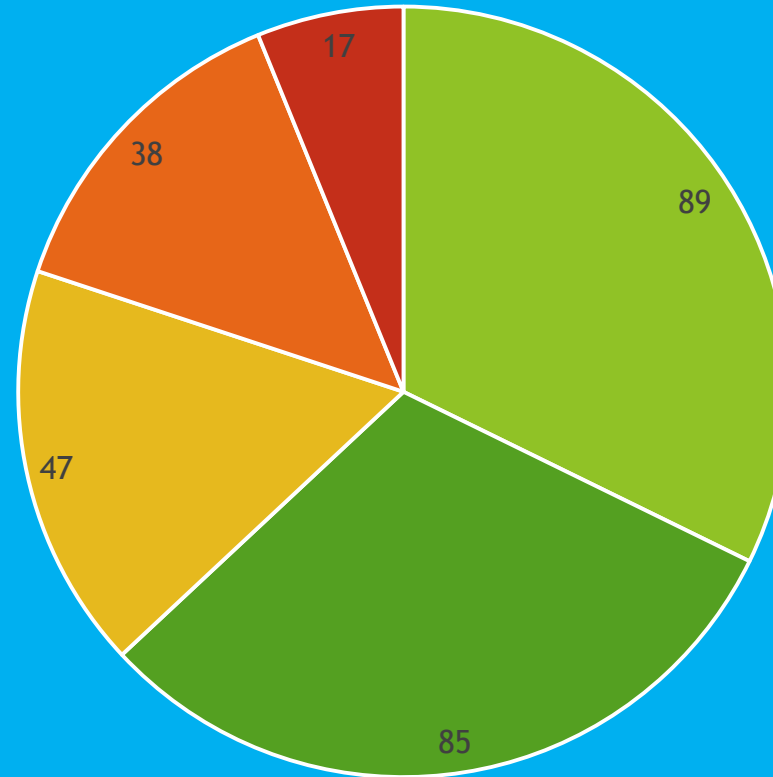
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S

"Everyone talks about building a relationship with your customer. I think you build one with your employees first."

- Angela Ahrendts (Senior Vice President, Apple)

2018



■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

We believe that when our employees know what they are doing and they are properly trained, productivity increases.

Below are some seminars that are planned in our yearly training plan for 2019:



- Recycling - Compactor
- Basic Hygiene & Sanitation Procedures
- Wine Tasting
- Proper behavior
- Environmental Issues
- Energy & Water Saving
- Children Protection
- Lifeguard seminar
- Health & Safety at the Workplace
- Use of Fire Fighting Equipment
- Fire Evacuation

S U P P L I E R S

When purchasing decisions are made, we principally take environmental criteria into consideration. We are very careful in the selection of the products we use with the vast majority being local and seasonally available ingredients. We make sure that our guests are informed and educated on the local produce with the organization of fairs where local products are displayed and local suppliers informing our guests about the products and the process of preparation.

For us it is of vital importance where food comes from, therefore we try to work with suppliers who share the same values and ethical concerns.

35 per cent of our suppliers are local and most of them are ISO certified.

2018

Nearly 3 million euros were paid to local suppliers

We prefer local community-based suppliers and products not harmful to the environment. We also prefer locally produced products than imported. This is done as an effort on our behalf in promoting prosperity and development in the area.

2018

More than 1 million euros was paid in suppliers of our district

2017

26.3% of our suppliers were locals.

2018

33% of our suppliers were locals.

An increase 6.7% on local suppliers in comparison with 2017.

This year our hotel continued to use even more Cyprus traditional products. Our goal was on the one side to acquainted our customers with our tradition and on the other side to support smaller business of our place.

It is imperative for all businesses to understand the serious effects which their operations may have on the environment and make the effort to minimize those effects with the implementation of effective strategies. The serious consequences that human activity has brought on the environment make it crucial for all businesses to manage their operations in a way that helps protecting the environment.

energy

We were committed to attain maximum levels of quality without compromising natural resources and with respect to the local community. Moreover, we informed our suppliers of our environmental policy and encouraged them to operate in an environmentally responsible manner as well. All members of our staff were informed of our environmental policy during meetings and with the use of an environmental board placed in the staff room.

We recognize the importance of protecting the environment. For us it is of paramount importance because it ensures that our business will operate in a healthy manner for many years to come giving us durability and ensuring that our success will be maintained.

water

waste

ENERGY MANAGEMENT

| Leonardo Laura Beach & Splash Resort | | | |
|--------------------------------------|-------------|----------|----------|
| ENERGY MANAGEMENT | | | |
| 2018 | Electricity | Petrol | Gas |
| | KWH/guest | LT/guest | KG/guest |
| Target | 14.18 | 0.48 | 0.14 |
| Actual | 13.86 | 0.31 | 0.22 |

| Leonardo Laura Beach & Splash Resort | | | |
|--------------------------------------|-------------|-----------|-----------|
| ENERGY MANAGEMENT | | | |
| Energy resources converted in kWh | | | |
| 2017 | Electricity | Petrol | Gas |
| | per guest | per guest | per guest |
| Actual | 15.09 | 0.38 | 0.16 |

WATER MANAGEMENT

| Leonardo Laura Beach & Splash Resort | | | | |
|--------------------------------------|-------------|----------|----------|----------|
| ENERGY MANAGEMENT | | | | |
| 2018 | Electricity | Petrol | Gas | Water |
| | KWH/guest | LT/guest | KG/guest | QM/guest |
| Target | 14.18 | 0.48 | 0.14 | 0.31 |
| Actual | 13.86 | 0.31 | 0.22 | 0.21 |

| Leonardo Laura Beach & Splash Resort | | | | |
|--------------------------------------|-------------|----------|----------|----------|
| ENERGY MANAGEMENT | | | | |
| 2017 | Electricity | Petrol | Gas | Water |
| | KWH/guest | LT/guest | KG/guest | QM/guest |
| Actual | 15.09 | 0.38 | 0.16 | 0.39 |

We constantly strive to offer and help with our actions our community.

2018

Blood donation - increases the awareness of our employees

Paphos & Chloraka Municipality event support

For Tourism Day €500.00 in food

Donation of Daily Breakfast for whole season 2018 to Margarita Foundation

400 blankets donated to Margarita Foundation

All closing stocks from the kitchen that cannot be returned are donated to Charity organizations

Employment of Mentally ill children from Margarita Foundation some days every week for the summer season

Equipment and furniture given to charity organization in our district

More than 10 000 €
given to charity, local
events etc.

Overview

Certainly there are things we achieved and things which have been upgraded this year 2018 as the Hotel is Renovated as well as some others we still need to improve.

Of course there is room for improvement for a Hotel Company which is integrated into the whole of the local community.

However, this year was a very successful year in almost all terms.