



# **SUSTAINABILITY REPORT ATLANTICA MARE VILLAGE PAPHOS**

**REPORTING PERIOD:  
JUNE 2020- MAY 2022**

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Prepared by: Chrisandrea  
Charalambous  
Reviewed by: Sanja Saler



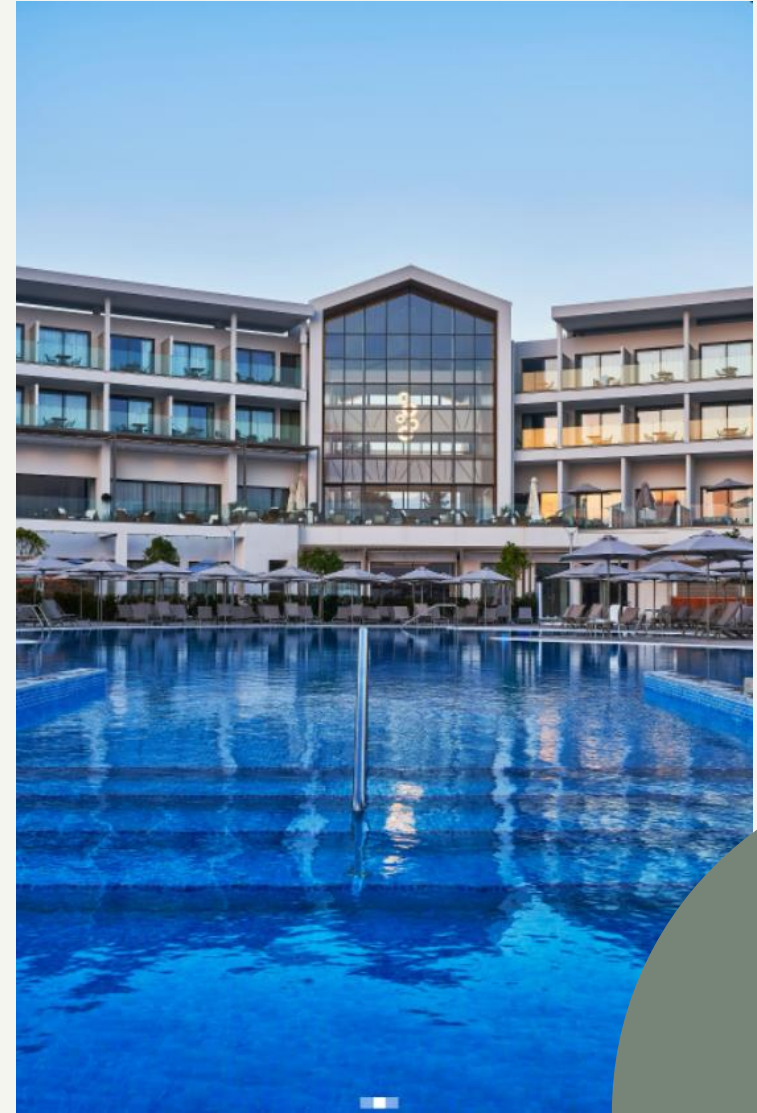
# ATLANTICA HOTELS & RESORTS – AT GLANCE

Established in 1980, Atlantica Hotels & Resorts has now grown into a hotel chain that currently operates over 45 hotels in Cyprus, Greece and Egypt.

Through the years, terms like:

- Customer focus
- Personalised Service
- Attention to detail
- Value for money
- Sustainability

- With a wealth of experience and an enviable reputation for quality of service, Atlantica Hotels wherever located, guarantee customer satisfaction at lowest environmental and social impact.
- Our customer-focused approach is founded on attracting, retaining and deepening the relationships with our customers. Customer trust is our most valuable business asset and the foundation for our future growth.
- Value is maximised further with working closely with our partners, communities and key account clients.
- Due to the challenging economic, social and environmental periods, our main goal is to balance well the needs of these three main challenges and yet achieve highest customer satisfaction with minimum on the society and environment.







**Responsible business is one of the company's most important values.**



# HOTEL OVERVIEW: ATLANTICA MARE VILLAGE PAPHOS

Atlantica Mare Village Paphos Hotel Sustainability Team is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements.

Atlantica Mare Village is part of the Atlantica Hotels& Resorts chain of hotels and therefore has adopted all corporate polices:

- Quality
- Environmental,
- Food Safety,
- HSE
- Community and
- Human Resource Management

Atlantica Mare Village Paphos Hotel has evaluated its environmental and social impacts and below actions and measures are the ones carried out in order to minimize the impact from our activities.





You'll find the Atlantica Mare Village Paphos hidden amongst lush green banana plantations with magnificent sea views over the Mediterranean sea and spectacular sunsets.

The hotel is ideally set away from the hustle and bustle. Located just outside the cosmopolitan town of Paphos, and Atlantica Mare Village Paphos is the ideal choice for a family holiday and for those seeking a serene environment.

The harmonious combination of simplicity and luxury will charm every visitor..



# ENVIRONMENTAL & SUSTAINABILITY PROGRAMME

- ❑ The hotel has developed its environmental & sustainability programme where responsibilities and completion time frames have been set.
- ❑ All hotel employees and management are engaged in the implementation of the environmental/sustainability programme.
- ❑ Relevant action plan is set towards its completion which is furthermore evaluated and corrective actions set for an improvement.
- ❑ Overall responsibility for the implementation and achievement of the targets in the sustainability programme lies on the Hotel Manager and Sustainability Team.



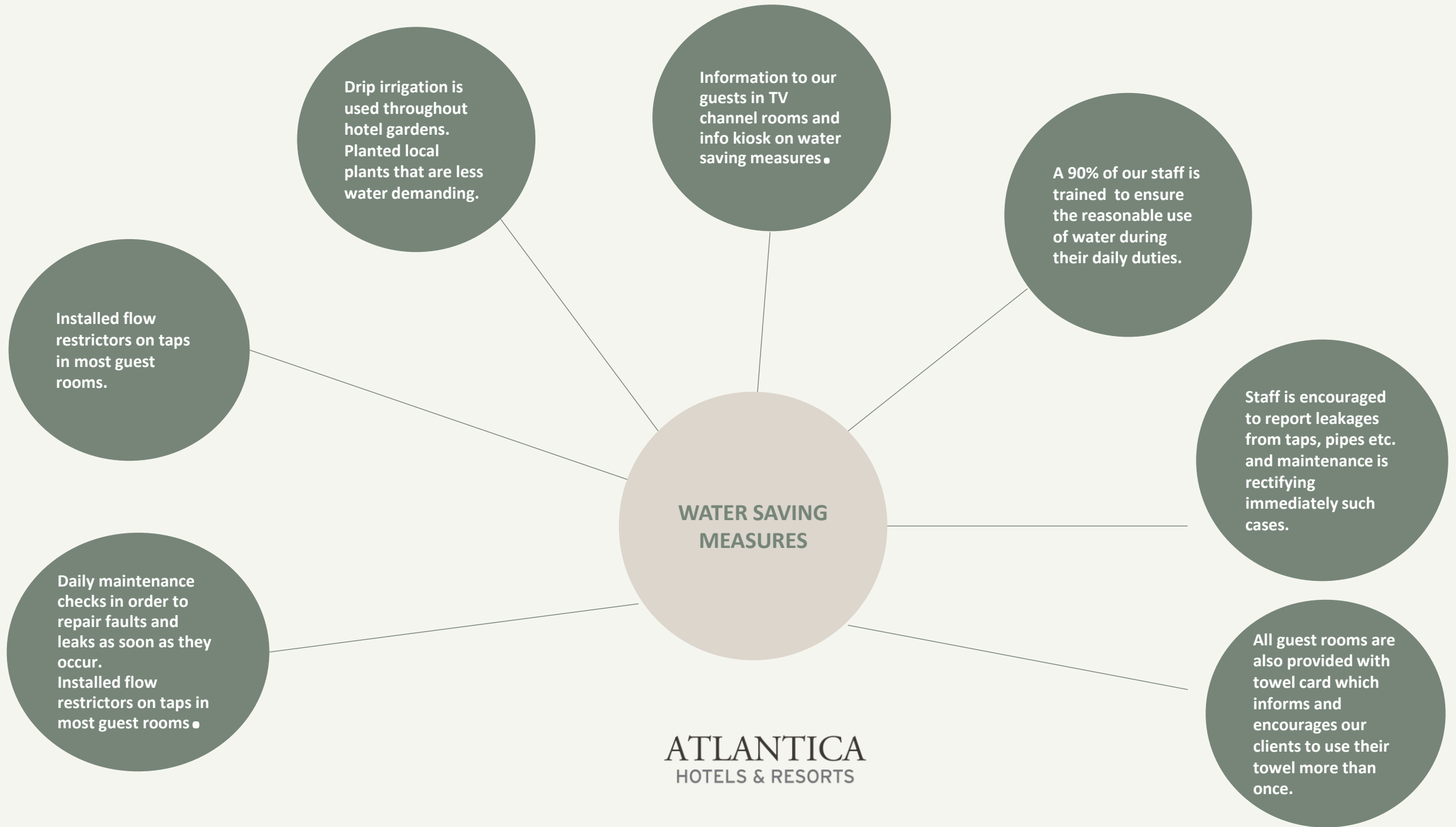
# KEY ENVIRONMENTAL & SOCIAL ISSUES

## WATER

- ❑ Water is sourced from the Local Municipality:



# WATER SAVING MEASURES



ATLANTICA  
HOTELS & RESORTS



# WATER QUALITY

## ACTIONS TAKEN FOR ENSURING HIGH WATER QUALITY:

- ❑ An extensive program of the microbiological and chemical pool water analysis is carried out on a monthly basis.
- ❑ pH and other parameters are checked daily in all swimming pools and are regulated by the automatic dosing system.
- ❑ Microbiological analysis of potable water is performed on a monthly basis.
- ❑ Legionella analysis is done before the opening of the hotel and various hotel spots are checked.

## ACTIONS TAKEN FOR ENSURING THE SEA WATER QUALITY:

- ❑ The beach in front of the hotel is a public beach and belongs to Kissonerga municipality. However, our hotel staff performs monthly beach cleans as a commitment to our community

## IRRIGATION:

- ❑ The gardens are irrigated with irrigation water from the local municipality provided.



# ELECTRICITY & LPG SOURCES



## ELECTRICITY

- ❑ Electricity is monitored daily by the maintenance department in order to ensure the sensible daily consumption.
- ❑ Electricity is obtained from the Electricity Authority of Cyprus.
- ❑ Electricity is used primarily for A/C, refrigerators, pumps, lights and other equipment.



## LPG

- ❑ LPG is monitored daily by the maintenance department in order to ensure the sensible daily consumption.
- ❑ LPG obtained from Petrolina Gas Ltd.
- ❑ LPG is mainly used by the kitchen department

# ENERGY SAVING MEASURES



- LED installed in most rooms and hotel public areas.
- Fluorescent LED Lamps installed in all back of house areas .
- Automated systems have been installed in 100% of guest rooms to ensure the switching off of air conditioning and heating while the room is unoccupied.
- All new equipment is purchased according to our environmental policy where energy efficiency is taken into consideration.
- Information to our guests in TV channel rooms and info kiosk on water saving measures.
- Use of natural light for the lighting of the lobby and breakfast restaurant if possible.

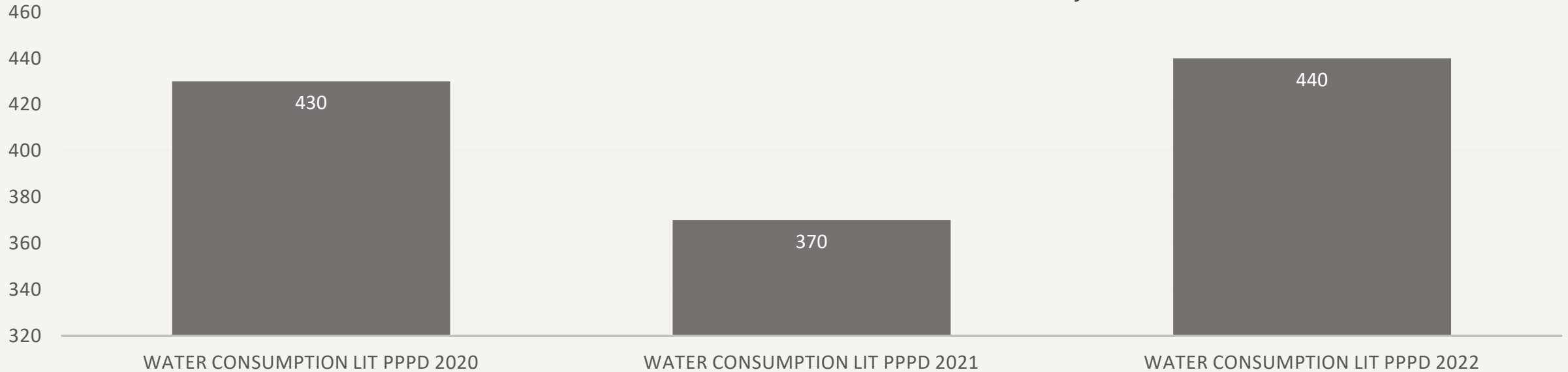


# YOY-WATER CONSUMPTION COMPARISON

**THE HOTEL WATER TARGET FOR 2022 IS 370 LIT PPPD**

| KPI DESCRIPTION              | 2020       | 2021       | 2022       |
|------------------------------|------------|------------|------------|
| WATER CONSUMPTION (LIT PPPD) | <b>430</b> | <b>370</b> | <b>440</b> |

IMPORTANT NOTE: Water consumption calculation for 2022 is until May, with measures in place and forecasted bed nights, it is expected to meet the target of 370lit PPPD until the end of the year.

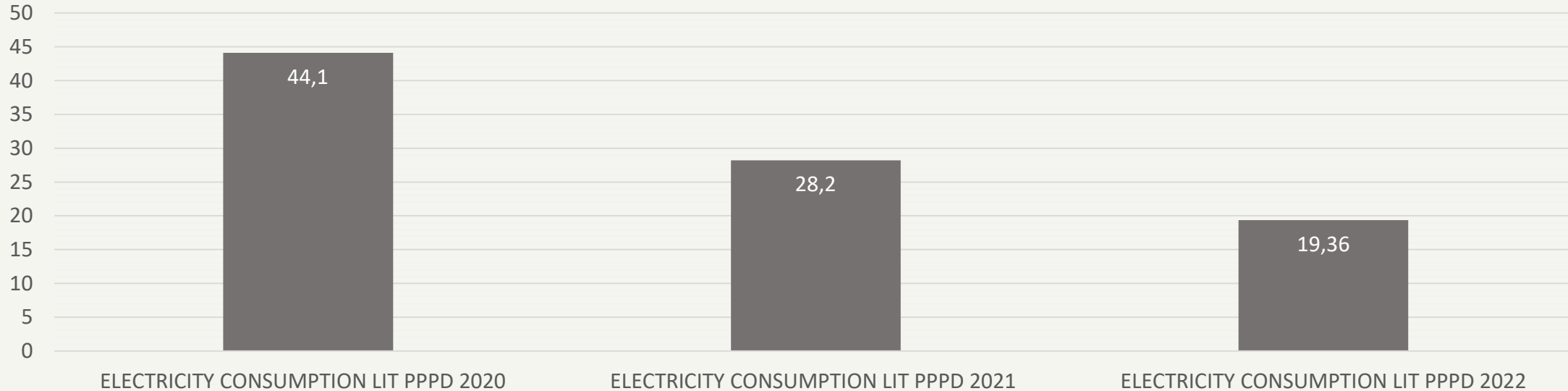


# YOY-ELECTRICITY CONSUMPTION COMPARISON

**ELECTRICITY KPI FOR 2022 IS 29.5  
KWH PPPD**

| KPI DESCRIPTION                    | 2020        | 2021        | 2022         |
|------------------------------------|-------------|-------------|--------------|
| ELECTRICITY CONSUMPTION (KWH PPPD) | <b>44.1</b> | <b>28.2</b> | <b>19.36</b> |

IMPORTANT NOTE: Electricity consumption calculation for 2022 is until May, its is expected to be increased but in accordance to the target until the end of the year.

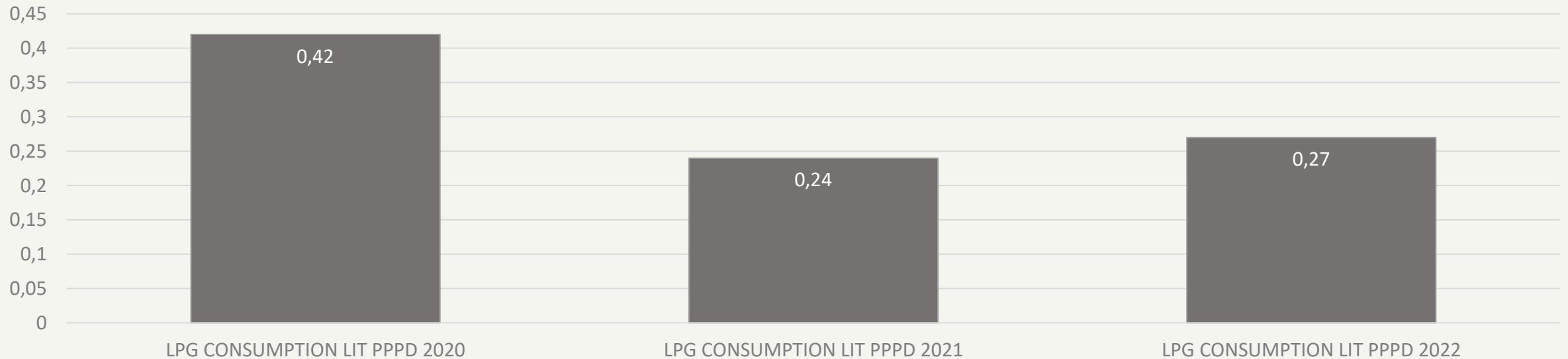


# YOY-LPG CONSUMPTION COMPARISON

**LPG KPI FOR 2022 IS 0.24 LIT PPPD**

| KPI DESCRIPTION           | 2020        | 2021        | 2022        |
|---------------------------|-------------|-------------|-------------|
| LPG CONSUMPTION (LT PPPD) | <b>0.42</b> | <b>0.24</b> | <b>0.27</b> |

IMPORTANT NOTE: LPG consumption calculation for 2022 is until May, with measures in place and forecasted bed nights , it is expected to be kept within the same levels and not exceeding the target set.



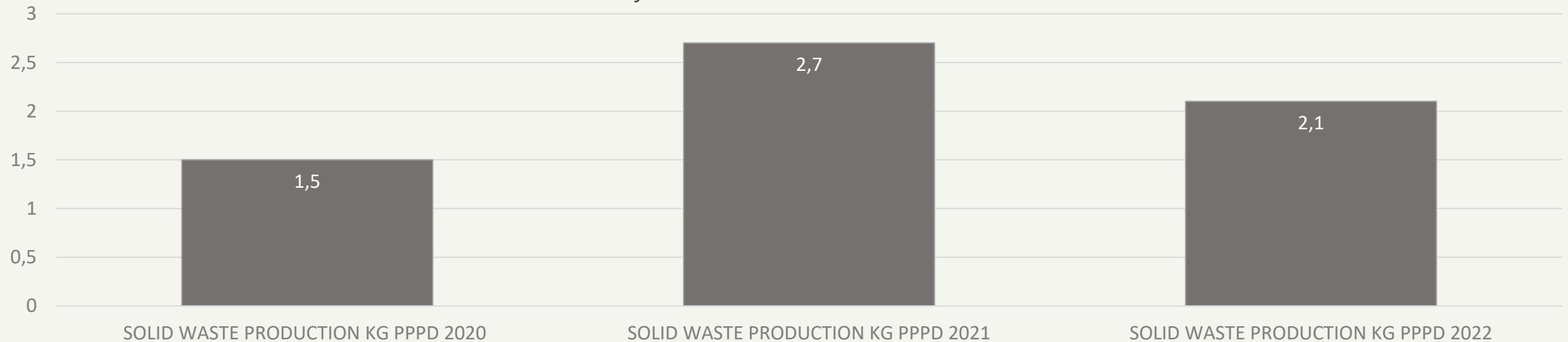


# YOY-SOLID WASTE PRODUCTION COMPARISON

**SOLID WASTE KPI FOR 2022 IS 1.5 KG PPPD**

| KPI DESCRIPTION       | 2020 | 2021 | 2022 |
|-----------------------|------|------|------|
| SOLID WASTE (KG PPPD) | 1.5  | 2.7  | 2.1  |

IMPORTANT NOTE: Waste production calculation for 2022 is until May, with measures in place and forecasted bed nights, it is expected to meet the target of 1,5kg waste production PPPD until the end of the year.



# WASTE MANAGEMENT (waster water disposal)

- ❑ The hotel is connected to the public sewage system.
- ❑ The waste water sent to the public sewage system/is randomly checked by the government authorities in order to be within the legal requirements for BOD , COD and other measurements.
- ❑ Procedures are put in place to keep the BOD, COD and microbiological parameters of the waste water within the legal requirements limits
- ❑ Collection of old cooking oil and disposal through the approved supplier who uses it for biodiesel production.
- ❑ Vinegar is used rather than chemicals for cutlery polishing.

# WASTE REDUCTION & RECYCLING

## Paper Reduction

- ❑ Reduction and reuse of paper consumption in the offices.
- ❑ One sided printed paper is used as scrap paper and Furthermore recycled.
- ❑ E-mail is used extensively for messaging.

## Recycling

- ❑ Other non-domestic waste is separated for recycling which is:
  - PLASTIC
  - PMD
  - PAPER
  - BATTERIES
  - BULBS
  - WEEE
- ❑ The Hotel provides large recycling bins, color-coded and placed them each department for waste separation and recycling.

## Alternatives SUPs

- ❑ One use plastic cups are replaced by re-usable polycarbonate glasses.
- ❑ Plastic straws are replaced by paper straws.
- ❑ Plastic bags and plastic cutleries/plates are replaced by paper bags and cutleries/plates.
- ❑ Sugar, salt & pepper in the main restaurant during breakfast is served in re-suable glass container; individual packaging is eliminated.

## Suppliers

- ❑ We encourage suppliers to reduce packaging (fruit, vegs etc.)-purchasing departments checks the packaging upon evaluation of suppliers.
- ❑ Buy products with recyclable packaging .
- ❑ Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar, sauces, etc.).



# Internal and External communication



We are well aware that strong internal communication strategy will keep everyone on the same page and set the precedence of a collaborative environment. This builds team unity and makes employees and guests feel valued.

Internal Communication Leads to a **Better Work Environment**, therefore we are using below means of internal communication to improve our operations as well as reduce environmental and social impacts by choosing not to print or travel and we instead:

- We encourage all management team members to communicate via e-mail
  - We send internal memos via e-mail
  - We use PDA for customer's orders instead of captain orders blocks
- Fact:** We have at least 1500 orders daily which are no longer double recorded

- We use departmental electronic stock request system
- Fact:** Each departmental stock order is at least 5 pages

- We have a full electronic and remote access to the company processes and procedures
- We use power point presentations for trainings
- We use electronic records for staff trainings
- We do REMOTE TEAMS meetings

# CERTIFICATIONS & AWARDS

- ❑ TRAVELIFE GOLD INITIAL CERTIFICATION DUE IN JUNE 2022
- ❑ EN ISO 9001:2015 INITIAL CERTIFICATION DUE IN OCTOBER 2022
- ❑ EN ISO 14001: 2015 INITIAL CERTIFICATION DUE IN OCTOBER 2022
- ❑ EN ISO 22000:2018 INITIAL CERTIFICATION DUE IN OCTOBER 2022



# SOCIAL RESPONSIBILITY & COMMUNITY

## 1

### ENGAGEMENT

Hotel supports number of the local and international organisations such as:

- ❑ Margarita Liasidou's Foundation
- ❑ Animal Rescue Cyprus

## 2

### EMPLOYEES

- ❑ 8 hours of training per employee on an annual basis
- ❑ 63 % Of Local Employees
- ❑ 52 % of Female Vs Male
- ❑ 70% of part time staff Vs full time staff

## 3

### PROCUREMENT

- ❑ 40 % of Local Suppliers to the country
- ❑ 50% of local suppliers to the area of Hotel operation
- ❑ 50% of Suppliers with Quality & Environmental certifications (ISO 9001,ISO 14001,ISO 22000 etc.).

## 4

### COMMUNITY ACTIVITIES

- ❑ BEACH CLEAN – UP by the hotel staff
- ❑ KID'S ENVIRONMENTAL ACTIVITIES (Sustainability Trail)
- ❑ Provision of food for animals in shelters
- ❑ Support and promotion of local suppliers



# HOTEL ACTIVITIES



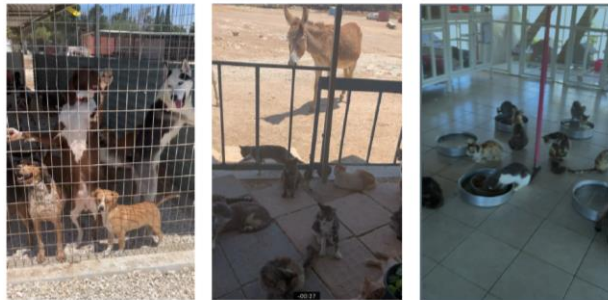
Beach Cleaning at “Πέντε Λιθάρκα”  
Beach



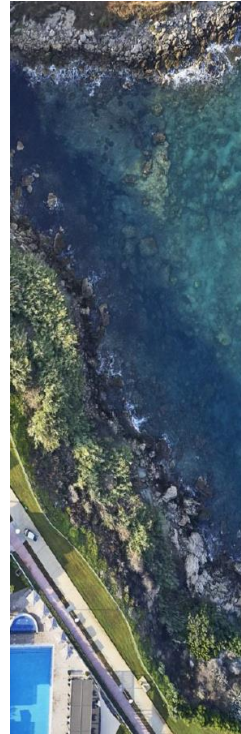
WORLD ENVIRONMENT DAY 2022



Assisting with Food, Housing and Medication at  
Animal Welfare Cyprus



WORLD ENVIRONMENT DAY 2022

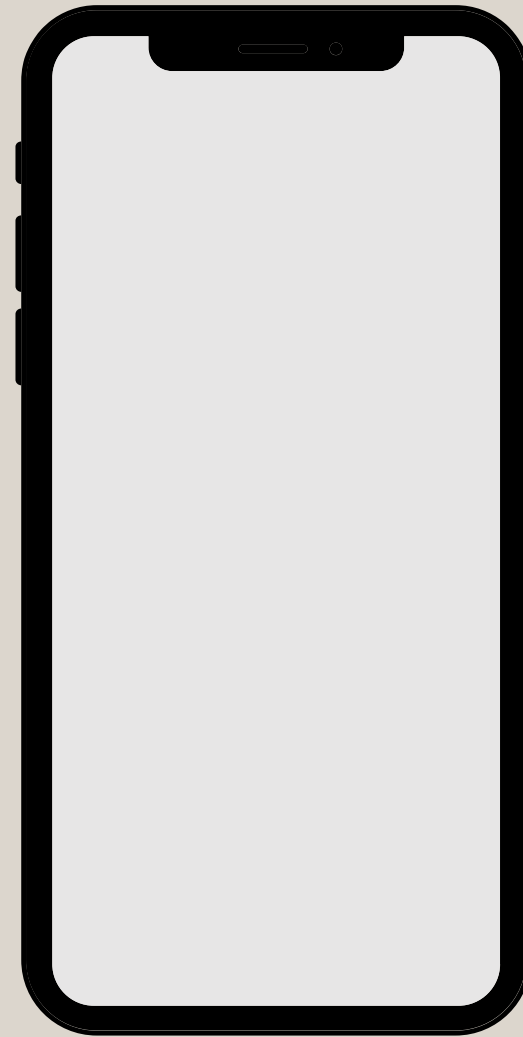


Helping out the Gardeners with their Daily Tasks



WORLD ENVIRONMENT DAY 2022

# COMPANY POLICIES





# THANK YOU!

[www.atlantichotels.com](http://www.atlantichotels.com)  
[m](#)

For more info on this report, please contact :  
Sanja Saler  
Head of Quality, Sustainability & Group Insurance  
Email: [ssaler@atlantichotels.com](mailto:ssaler@atlantichotels.com)