

The King Jason

TRAVELIFE
SUSTAINABILITY REPORT
2015 & 2016



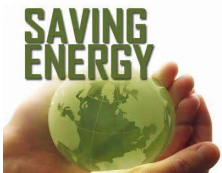
TRAVELIFE SUSTAINABILITY REPORT 2015 & 2016



The King Jason

The King Jason has made good progress with its sustainability activities. Over the last few years, the hotel has managed to maintain and even improve in various areas thanks to the efforts of its employees in recognizing and supporting our actions towards protecting the environment in general, respect towards human rights, as well the promotion and support of the local community in all its facets.

This report is prepared to ensure that the hotel's senior management team and in turn all staff members are kept informed of the up to date results and accomplishments within the sphere of our sustainability programme.



ENERGY

Electricity / Gas / Fuel

We have taken various steps to reduce the consumption of electricity. These include:

- The maintenance department fitting low energy light bulbs & LED throughout. High cost and high energy light bulbs used in the past are now replaced with low energy & LED products.
- Previously, lights in the guest toilets would remain on indefinitely. The hotel has now placed motion sensors so as to automatically switch off lights when the facilities are not in use.
- Outdoor area lights are now controlled with an automatic timer system.
- Also special glass stickers to block sun radiation are now placed on lobby's glass surfaces.
- Electricity activation through magnetic keycards is now standard in all rooms. This system prevents air-conditioning and heating from staying on when guests leave their rooms.
- The same applies also when balcony doors are open due to limit switches being fitted
- Old equipment has been replaced with new of lower energy classification; eg for the main kitchen: new pastry oven.
- Monitoring and adjusting temperatures of all air-condition units in the public areas.
- Staff training to report any faulty equipment etc.
- Concise Information to staff on how to reduce the consumption of gas and diesel through careful procedures when using equipment i.e. kitchen ovens etc.

- Daily recordings of gas & diesel consumption and ways to identify wastages, extraordinary consumption and leakages.

► CONCLUSION/TARGETS ◀

The above actions have managed to attain improved figures. Compared to last year, in 2016 we have successfully reduced the 'kilowatt hours' per guest (combining fuel, gas & electricity together) by 2.37kw i.e. 18.4kWh per guest (in 2016) compared to 20.77kWh per guest in 2015. [FIGURES BASED UP TO OCT' 2016]. In details:

Electricity consumption [kWh per guest] in 2015: 11.57

Target for 2016: 11

Actual in 2016: 10.66

Fuel consumption [liters per guest] in 2015: 0.64

Target for 2016: 0.55

Actual in 2016: 0.47

Gas consumption [liters per guest] in 2015: 0.22

Target for 2016: 0.22

Actual in 2016: 0.22



WATER

The King Jason has also taken steps to control and reduce the consumption of water, both potable and irrigation water with various methods. These are:

- Lower water flow at all water outlets.
- Toilets are equipped with low flush buttons.
- Hot water constantly circulates in the hotel.
- Public area showers work with push buttons for up to 15 seconds.
- Beach towels and bedroom linen are changed every 3 days.
- Guests are encouraged to reuse their bath towels and save water.
- Daily recordings of consumption of potable water.
- Daily recordings of consumption of irrigation water.
- Modest and timed watering of gardens & consumption of irrigation water.
- Grey water is disposed to the public sewage treatment lagoon system etc.

► CONCLUSION/TARGETS ◀

Staff (and guests) are now more aware and concerned regarding water consumption and the urgent need to minimize waste and unnecessary usage. Targets for 2015 were reached.

Potable & Irrigation water consumption [tons per guest] in 2015: 0.40
Target for 2016: 0.31
Actual in 2016: 0.30



WASTE

The reduction of the waste produced throughout our operational cycle is of paramount importance. The disposal of all types of waste, from paper to glass and WEEE is a constant challenge to society where landfills are now becoming more and more prevalent and more difficult to control.

Various actions taken so as to minimize waste in general as far as possible include:

- Recycling of glass, paper, cardboard, plastic, metal, batteries, used cooking oils (UCO), lamps and electric devices.
- We use reusable polycarbonate cups instead of disposable plastic cups.
- Water is served by the glass rather than by the bottle.
- We purchase in bulk when possible.
- Recycling bins have been positioned in most of the public areas in order to promote recycling culture.
- Instructions are given to all staff to print only when necessary, on double sided paper and in black & white whenever possible.
- We re-use destroyed linen as cleaning rags and food items not consumed in the buffet are taken to the staff cafeteria for consumption.
- Guests and staff are now given pens made of recycled material and we also avoid using extra plastic decorative straws/materials for drinks etc.

► CONCLUSION/TARGETS ◀

Targets were met. Staff are now adhering to management's instructions for maximum recycling. Amongst other, in 2015 and up to October 2016 we have achieved the following:

- We have disposed 126511Kg of solid waste
- We have recycled 5809Kg of paper.
- We have recycled 4015Kg of PMD.
- We have recycled 3267Kg of glass.
- We have collected 1400Ltr of used cooking oil and have given it to a local company for treatment and re-using.



CHEMICALS

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

We also keep records of all chemicals' details incl. consumption, storage quantities, hazardous & non-hazardous info. of each chemical etc. Staff are trained to take all precautions when dealing with them using the required protective measures and knowing their correct use.

► CONCLUSION/TARGETS ◀

Our target was to have zero incidents of spillages as well as accidents involving employees (and guests) and chemicals. No incidents were recorded during the last couple of years.

SUPPORTING LOCAL BUSINESSES

PURCHASING

Whilst ensuring a wide range of high quality products, the King Jason purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad.

Additionally, prior to every purchase of electrical equipment, we have asked our head office (who decide from whom to purchase this equipment from) to consider buying equipment that is energy efficient. We have also asked our head office purchasing department to consider (when dealing with suppliers for the forthcoming annual purchasing agreements) to supply us in bulk so as to reduce the amount of carton / packaging paper.

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

► CONCLUSION/TARGETS ◀

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



COMMUNITY

All countries / nations, regardless of size and populations consist of communities . These communities are made up of people, both individually and as family groups. The King Jason is committed to working with the people of the community, local businesses, agencies, churches and organizations to ensure that, as far as humanly possible, the hotel is able to offer support, monetary or otherwise, throughout.

The hotel pro actively supports:

- The recruitment of local people (or people living locally) so as to help money circulate within the community and discourage locals to seek jobs abroad.
- When possible the participation in fundraisings, and other charity events and or the donation of food or equipment that is no longer in use.
- The promotion of the 'Cyprus Breakfast' and various other traditional culinary options at lunch and dinner as well as we organizing Cyprus nights.
- Local events and businesses are permitted to promote their services and products for free (flyers, brochures) within the hotel.
- The hotel employees donate money to a number of causes such as Pasikaf-Cancer and Europa Donna.
- The raising of monies for Ayios Neophytos cat park.
 - The participation in the 'All Inclusive Ambassador Program' where hotel staff help to promote local restaurants and bars and other nearby attractions and businesses enabling our 'all inclusive' guests to savour and enjoy the local attractions available.

► CONCLUSION/TARGETS ◀

The hotel's relationship with the local community is and will continue to be of paramount importance.

The hotel will continue to assist and support the local community in every possible way.



HUMAN RESOURCE

Our hotel adheres to the rules and regulations of the current Cyprus employment law. We do not discriminate against any job applicant or any employee because of the person's race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information. Because of this:

- We recruit regardless of gender, age, race, nationality, religion, or/and disability.
- We recruit people of the minimum age required by law.
- Our new employees have an induction week (hotel policies, health & safety, job training) and are provided with the company's Codes of Conduct booklet.
- When there is a job opening, we try to promote from within be from the hotel itself or from other units within the group
- We also aim to re-employ our staff every year – 80% are repeat employees.
- All employees are entitled to benefits (i.e. social insurance, annual leave, sick leave, uniforms, meals when on duty. They are all allowed and entitled to join the hotel union of their choice).

► CONCLUSION/TARGETS ◀

During 2015 and 2016, there have been no cases of complaints related to employment and human rights nor any differences with employees regarding mistreatment and unfair dismissals. Targets for zero cases with human resource related issues have been successfully achieved.



HEALTH & SAFETY

We try to adhere to all Health and Safety at Work regulations as we wish to ensure the safety and welfare of all of our employees. We provide to all employees the necessary tools to enable them to work in a safe and pleasant environment. These may include training seminars on safety and health, related information leaflets and guidelines, various safety equipment to work with, as well as 'safety data sheets' of chemicals etc. Several other publications such as the 'Evacuation & Emergency Plan', 'Louis Hotels manuals', the 'Codes of Conducts handbook' etc. are also given, and are all readily available to read and study.

Furthermore, we apply rules on personal appearance and hygiene, we provide staff with the best possible food options as well as changing rooms / shower rooms.

With regards to accidents and illnesses [involving both guests and employees], we record all

kind of accidents/illnesses no matter how important or minor they may seem, and we take immediate corrective actions so as to prevent them from happening again. An analysis of all accidents and illnesses is done twice a year in order to study their nature, frequency, cause, location etc. Preventive actions are taken when necessary and if at all possible.

► CONCLUSION/TARGETS ◀

Our targets on Health & Safety are ongoing and remain the same; we want to provide the safest environment for both guests and staff with zero accidents and zero illnesses occurring within the hotel surroundings. If and when they occur however, each and every incident is investigated and evaluated to ensure that the optimum corrective action is taken so as to prevent a recurrence.



GRIEVANCE & DISCIPLINE

All members of staff may discuss any issues and or personal complaints with their Head of Department. If they feel that their issue and or complaint was not resolved, after meeting with their department head, they are free to ask to meet with the Hotel Manager. Staff need to feel comfortable with their colleagues and supervisors, and generally in their workplace, therefore meeting with their head of department and the hotel management is made readily available to them

Disciplinary penalties / warnings are given/issued by the Department Heads. In case of minor misdemeanors, the employees are issued with a verbal warning. Repeating or in case of further misdemeanors, will lead to a written warning. Whilst issuing a warning, the employee is given a full explanation as to the reason for this measure to ensure full understanding of the consequences and to ensure that it is not repeated. If, however, the problem / behavior continues, and after a 3rd written warning is issued, employees are dismissed from the hotel. Every time an employee is issued with a warning, the employee's trade union representative is informed.

In case of serious wrong doing (i.e. stealing, abusing/bullying colleagues or guests, etc.), the employee will be dismissed without warning.

At the onset of employment, all employees are issued with the 'Codes of Conduct' handbook; all information related to employment conditions, disciplinary rules and regulations, "do's" and "don'ts" etc. are noted clearly so as to ensure that the employees are well informed.

A suggestions box is also available so employees can use to drop their suggestions/complaints, anonymously or otherwise.

► CONCLUSION/TARGETS ◀

We aim to provide our employees with a friendly, comfortable environment so as to make it as

easy as possible [for them] to express work related concerns and issues as and when needed. Staff are treated fairly and are explained in detail what is expected from them whilst at work incl. grievance and discipline.



CHILDREN PROTECTION

The King Jason fully and strongly supports the protection of children, including under-aged child labor, physical and or sexual abuse. All employees receive training to recognize basic children abuse incidents and are encouraged to report to the hotel management if any is suspected or noted. The management in return will immediately report the incident to the local child protection authorities, whether they originate from guests or employees. Our hotel and its employees can not and will not tolerate such incidents under any circumstances.

► CONCLUSION/TARGETS ◀

No such incidents or suspicions have been reported. Our aim is to continue to support the full protection of children by training our staff so as to be able to identify any form of child abuse and subsequently report the same to the local authorities.

