



FOUR
SEASONS
HOTEL

the finest on the island
CYPRUS

Four Seasons Hotel

SUSTAINABILITY REPORT

SEPTEMBER 2022 | Authored by: Hotel Operations Team

Introduction

In recent years, the pressure exerted on businesses to establish a sustainable path is multifaced and complicated. The COVID-19 pandemic, the war conflicts in the various corners of the earth, climate change with extreme weather conditions but also the energy crisis, and migration, are just a few examples of the challenges that limit our response. In a very difficult and competitive environment, our company is called - through its economic activity - to ensure a series of sustainable goals, proving in practice the ability to maintain business activity with respect to society and the environment. Additional to profitability and the well-being of the people who compose the business, we create the required guarantees of environmental, social, and economic stability. To "produce", with our actions, the minimum possible environmental footprint but at the same time our social footprint to be resounding and extend beyond promises, a hopeful message for future generations. In 2022 and despite the difficulties due to socioeconomic factors, our hotel must show enviable achievements both in the field of anthropocentric administration but also in primary resources and the environment. Through this report, we will attempt a retrospective of our sustainability actions and of our goals for the next three years.

Andreas Loizou

Human Resources and Quality Director

Foreword

The Four Seasons Hotel is a five-star, luxury design hotel, located in Limassol, Cyprus. The hotel enjoys multiple awards in HR management, Gastronomy, Hotel services, CSR actions, and more. It is the shared commitment of the management and owners of the Four Seasons Cyprus to ensure optimal environmental management in its operation.

Recognizing the impact of tourism on natural resource availability and climate change, we will work to ensure that we incorporate energy-saving devices where possible, ensure responsible waste management, avoid pollution, and encourage guests to respect and participate in our efforts to minimize the environmental impacts of the hotel's operation. Simultaneously, we treat our human capital with fairness, and equity and are continually educated to respect and promote the local community. The protection of the local environment and our local tradition hold the first place on the way to achieving our main goals.

Nick Aristou
Commercial Director

“Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”

- Gro Harlem Brundtland -



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Our Awards

Organization		
Cyprus Tourism Awards 2019,2020 & 2021	'Best Luxury Hotel' Gold Award 'Guest Service Excellence' Gold Award 'Best Culinary Experience' Gold Award	<i>For the 3rd consecutive year, the hotel was singled out for these important distinctions thanks to its exceptional quality of services and facilities, as well as its respected reputation for world-class gastronomy.</i>
Cyprus Tourism Awards 2020-2021	'Best Asian Cuisine' Seasons Oriental	
Cyprus Tourism Awards 2021	'Timeless Value' Colors Café	<i>In honor of the outlet's 20 years of making a unique impression on the local market.</i>
Booking.com	9.5/10	
British Airways	Customer service award 9.6/10	
TripAdvisor	Best of the Best Travelers Choice Hall of fame 5/5	
Hotels.com	9.6/10	
Sustainability	Green Label award	
Sustainability	Travelife	
Cymepa	Blue Flag	<i>Vouppa Beach</i>
HR	Great place to Work 2021	
Cyprus HR awards	Gold, for Digital Transformation	
Investors in People	Certified since 2009 Platinum Accreditation since 2018	<i>2nd hotel in the world to achieve this in 2018, recertification in 2024</i>



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Our goals

Utilizing the “SMART” methodology to develop our goals, we strive for success by making goals Specific, Measurable, Achievable, Realistic, and Timely. The SMART method helps push further by providing a sense of direction and organizing actions to reach the intended result.

We have set 4 goals and objectives to achieve by 2024 regarding the implementation, maintenance, and targets for our sustainability compliance.

Goal 1: Reduce energy consumption by fossil fuel up to 1% by installing PV system and buying from renewable generators

UN SDG: 7 Affordable and clean energy	
Specific	Currently, the energy consumption by fossil fuel is at 5M KWh, our goal is to install PV system that will provide 1% of the total energy for the hotel's operation
Measurable	The PV system has the capacity to produce 150 KWh , with the purchase of renewable energy consumption from fossil fuels should reduce to 4.95M KWh
Achievable	The PV system is in the quotation stage, with the budget to implement approved at 225505 euros
Realistic	The PV system specifications can deliver a much larger amount but we are restricted to what the Cyprus government will license us for
Timely	This goal must be achieved by end of 2023 (subject to license approval from the state).

Goal 2: Maintain average water consumption to 250 lt per guest, per day

UN SDG: 6 Clean water and sanitation	
Specific	Currently the average water consumption is at 265 L, our goal is to reduce to 250lt ppgpd consumption of water for the hotel's operation
Measurable	BMS Monitors and record water consumption on a daily basis
Achievable	This consumption level has already been achieved for 2021-2022
Realistic	No complaints or alterations in water systems are predicted
Timely	This goal must be achieved by December 2023

Goal 3: Successfully complete the silver circle of the Circular Hotels scheme by OEB

UN SDG: 12 Responsible Consumption and production	
Specific	<i>Currently the contract of cooperation has been duly signed and involved key positions have been trained in a 3-day-seminar on circular economy.</i>
Measurable	<i>At the end of the silver circle the Hotel must be ready to implement best practices and initiatives based on circular economy processes. Several metrics and data will be compared with previous years</i>
Achievable	<i>The Hotel already uses several circular economy business model processes to reduce primary resources and applies circular processes to extend the life span of the resources like sharing, repairing, reusing, and upcycling, and minimizing the total waste produced responsibly.</i>
Realistic	<i>The remaining steps are to identify the current sustainability status of the hotel and propose feasible best practices and initiatives.</i>
Timely	<i>This goal must be achieved by January 2024</i>

Goal 4: Reduce food waste by offering 50% less buffet service and introducing waste composting

UN SDG: 12 Responsible Consumption and production	
Specific	<i>Currently, the food waste produced by the Hotel is approx. 3800 kg pa, by training our Kitchen staff to use all the parts of each item, and by introducing organic composting, we aim to reduce food waste by 25%.</i>
Measurable	<i>The food going to waste will be weighted and data will be recorded</i>
Achievable	<i>Existing tools and infrastructure can support the new procedure, staff is trained.</i>
Realistic	<i>The most food waste occurs after buffet service, by choosing different types of service we minimize the Hotels food waste</i>
Timely	<i>This goal must be achieved by December 2023</i>

The environmental dimension

The Four Seasons Hotel is committed to sustainability policies and the implementation of proactive measures to help protect the environment for future generations. We recognize that as a hotel, our activities have an impact on the environment. We strive to minimize any detrimental effects because of our business. The company takes specific action to contribute to the protection of the environment and the surrounding areas.

Management and staff

- Human Resources policy
 - Environmental policy
 - Community Policy
 - Child Protection
- *Click [here](#) to access the above policies
- Training on circular economy and environmental management best practices
 - We have chosen suppliers who maintain environmentally friendly procedures.

Energy and water consumption

At Four Seasons Hotel, we always record the energy and water consumption in order to keep the total kWh consumption and water consumption at the lowest possible level while maintaining high-quality available services.

By 2022 our average energy consumption decreased by 15% kWh per guest night in comparison with the 2021 summer season. However, this difference is due to the total number of guests' nights increasing by 325%. Our target for 2022 is to minimize/ retain energy consumption at the same level. However, whenever there are equipment replacement requirements, we will choose the most energy-efficient appliances and machinery as per our policy.

Our water consumption decreased in 2022, to 250 liters per guest per night, from 265 liters. Our target for 2022 is to retain the same level of water consumption and further educate our staff and inform our guests about the efficient usage of the water.

Energy and water saving measures.

Energy:

- Implementation of environmental management and sustainable development systems i.e Travelife
- Since the opening of the hotel, installation of 244 solar panels for water heating purposes
- Upgrade of the hotel's building management system to be more efficient and user-friendly. As a result, the unnecessary use of machinery, possible breakdowns, or inefficiencies are immediately controlled and therefore consumption is reduced.
- Low energy light bulbs or led lights are used in all public areas, accommodation, and back-of-house areas.
- Public restrooms, corridors, basements, and staff areas are equipped with low-energy consumption lighting in combination with infrared motion sensors.
- Accommodation is provided with smart TVs with low standby consumption and low-energy refrigerators.
- New equipment purchases are assessed based on their energy efficiency.
- Regular maintenance of equipment at the beginning of each season towards efficient energy use & training where required.
- Information to our guests to save energy, through notifications appearing on our in-Room interactive and informational TV's and web app.
- HVAC in the room is regulated upon opening windows and balcony doors.

Water:

- Chlorine dioxide water disinfection system considered modern and safer than conventional.
- Water efficient filters and mixing taps in bathrooms
- Water flow restriction in accommodation caps and showers, toilet flushes, faucets, dishwashing machines, clothing washing machines, etc.

- Upgrade of the hotel's building management system to be more efficient and user-friendly. As a result, the unnecessary use of machinery, possible breakdowns, or inefficiencies are immediately controlled and therefore consumption is reduced.
- Automated time-managed irrigation system which is monitored daily by gardening staff.
- Regular maintenance of equipment at the beginning of each season & training where required.
- Information to our guests to save water, through notifications appearing on our in-Room interactive and informational system.

The hotel, continually and without compromising guest comfort or Health & Safety, extends initiatives in high-capacity water-saving devices and procedures to minimize overall water consumption.

Waste production and recycling

Waste management is one of the most crucial environmental protection procedures to follow during a hotel's operation. With this in mind, we educate all our staff members annually about the procedure we follow regarding the produced waste, the separation of each type of waste, and recycling. Furthermore, recycling bins are spread throughout the common areas and premises of our hotel, and guests are encouraged to recycle their waste, via notifications received on the in-room and app information systems. Waste management was implemented in 2017 and data is recorded with the total waste production of glass, metal, paper, plastic, and cooking oil was **6.9% at 967 Kg**. The target is set that during 2022-2023 we will achieve a reduction of at least 3% in comparison with 2021. We will reach our goal with frequent training of our staff members and efficient guest notification of the benefits of recycling.

The hotel will minimize solid waste production in all areas of the hotel and encourage guests to join the recycling program. Specifically, it will:

- Minimize the use of paper and eliminate plastic in hotel operations. Limitation to the absolute minimum use of paper for internal communication and processes

- Continue recycling paper, cardboard, glass, plastic, cooking oil, toner cartridges, fluorescent tubes, batteries and old IT equipment.
- Enhance current food waste management, to record waste from buffet service.
- Explore the opportunity to begin an organic composting unit.
- Recycle bins for recycling batteries, plastic, glass, paper, and toner cartridges.
- We undertake efforts to limit or eliminate entirely the use of disposable products.
- Orders in bulk where possible.
- In most operational procedures move to digitization while providing alternate means to those unfamiliar with the technology. (2023 Digital order taking in all restaurants via handheld POS devices)
- Use of modern means of communication that burden the environment less and drastically reduce the use of energy and waste of primary resources. Examples applied in the hotel and in general in the company Muskita Hotels, are the internal system of the information displayed on screens in the staff restaurant, the intranet, the internet page for the staff (Muskitahotels.team), the "Muskita Community" FB corporate page, Muskita Proud App, and other forms of electronic communication at a sub-departmental level.

Chemical consumption

The environment is negatively affected by using chemicals. At the Hotel, we limit the usage of chemicals and they are used only by specially trained staff members. During the two years of the Sars-Cov-2 Pandemic, all chemicals were assessed regarding their environmental impact and were replaced by alternative products friendlier to the environment. Our target for 2022-2023 is to keep consumption at the same level and maintain as a criterion minimizing the environmental impact of any new products' introduced. Training our staff members regarding the efficient usage of chemicals is a continual process, and training records are available.

Chemical management

- We ensure the safe use and disposal of all chemicals that are already in use with extensive on-the-job training.
- We apply environmental criteria when purchasing materials and cleaning agents.
- Training on the impact of harmful substances on the environment and usage awareness of our employees.
- Use of chemicals is limited and where is necessary.
- Minimize chemical usage in housekeeping operations, optional housekeeping is available.
- Continue with daily control checks of swimming pools to minimize the use of chemicals and other substances.

Coastal protection

- The beach in front of the hotel is properly organized and regularly cleaned as well as awarded with Blue Flag by CYMEPA
- Bathing water quality and temperature are constantly monitored.
- Kitchen sewage channeled to a grease separator system blocking grease and particles from entering the local sewerage system.
- Beach Cleaning Days are organized by our welfare fund.
- Use of local plants in the garden that need less water and are more resistant to the local climate.
- Use of organic fertilizers in our gardens.

The social dimension

The protection of the local community's market is one of the foremost targets of the administration and management of our hotel.

Human Resources management

58% of our staff are Cypriot people from all over the island and the rest are comprised from nearly 20 other countries, so we do embrace diversity. 43% out of 417 employees, work at our hotel for five years or more our turnover is the lowest in the Cypriot industry. Even though it will be a great challenge in 2023 our target is to keep this percentage at the same level. All our employees enjoy all the benefits as outlined by the Cypriot legislation, or other applicable labor rights.

The management of the hotel has an open-door policy, communicated to all the staff, so any problem or situation faced regarding their job is easily and efficiently addressed. In addition, our appraisal and feedback procedure allows each staff member to explore opportunities for career development, address training needs, receive feedback on performance, the chance to discuss work-related challenges and room for improvement. Every year, our hotel participates in various Government educational programs to introduce new students and potential employees in the tourism sector and in particular into the hospitality business. This way, everyone can improve their knowledge and gain confidence in their duties. Our hotel hires from 10 up to 20 students, approximately 5% of the total staff members, for this purpose. These students have the opportunity to learn about the operation of a big hotel, and as a result, some of them are finally hired as regular employees at our hotel, after their placements are finished. Our target for 2023 is to keep this percentage at the same level to provide the same opportunity each year to students to finalize their training under real working conditions.

Since 1993, sports such as Mini-football, basketball, Water polo, shooting, and bowling, have been an integral part of our working life. Excursions to various parts of Cyprus with funding from the Muskita Hotels welfare fund, are a regular activity that contributes to the strengthening of the relations of our employees, gives the opportunity to foreign colleagues to get to know the country, its traditions, and

cultural heritage, and to better understand its history, but also for Cypriot employees to have fun and visit places they do not have the opportunity to see often. There are also many activities for children, whether they are children of our employees or from schools in Limassol and the District, from colleges and universities in Cyprus and abroad.

Some of the actions are listed below:

- Annual Kids Party for the Children of our Employees
- Summer School, cooking classes, career guidance, and other presentations or entertainment programs for the children of our employees.
- Remedial physical chemistry and mathematics courses for the children of our employees
- Lessons and lectures for primary school children of the community and the city of Limassol.
- Supervision of professional and other research programs, and dissertations of students of academic institutions.
- Programs and presentations of professional guidance and guided tours of the hotel premises for high school and post-secondary school students.
- Schemes, awards, and scholarships for excellent students, high school seniors, and vocational school students.
- Offer internships to college and university students.

Work-life balance is a particularly difficult task in the hotel industry, given the demands and nature of work. Our company offers several alternatives to people with different interests so that they can add quality to their lives. Some of the initiatives are the following:

- Subsidy for accommodation in hotels in Cyprus
- Offer of accommodation at the Robinson Club hotel with full board to beneficiaries
- Organization of excursions to various parts of Cyprus, cruises, beach parties, and other events covering different interests, such as pilgrimages, excursions with guided tours for foreign employees, excursions for wine lovers or hunters (shooting)
- Subsidized outings in restaurants in Limassol

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- Sending our employees to various events abroad to represent Cyprus, such as cooking, pastry, oenology, information, or education competitions.
 - Creation, organization, and funding of special interest groups.

Local Community and Tradition

At the beginning of the summer season, the beach in front and next to our hotel buildings has been cleared of garbage and waste in order to be ready for the arrival of the guests. During the summer season, the staff cleans the beach daily. At the end of the season, the beach is totally clean, and during the winter the beach is kept to the natural standard.

The hotel regularly promotes local traditions and culture to its multinational guests through themed buffet nights, performances by local artists, folklore dance, and music events and generally makes sure that memorable experiences, acceptance, and understanding of the Cypriot culture is what they will remember when leaving our hotel. Daily, during breakfast, Cypriot products are highlighted in a separate section, with our staff available to explain to our guests the origin of the ingredients and/or recipes. During the Cypriot theme night, organized each week, traditional recipes, as well as folklore dances and traditional products, are the main attraction of the event for everyone.

Our Welfare Fund Committee activities include organizing excursions to villages, wineries, religious venues, and archeological monuments, intended for all our staff members. This way even foreign employees get to experience the local culture and traditions.

All our guests are informed by our Concierge team about events that take place around the island and are encouraged to visit the archeological interest areas of the town. In this way, we promote our culture and our traditional customs. We promote local wine and local food and beverage products or signature dishes in our restaurants whilst ensuring that the quality of our products or commercial feasibility is not compromised, to strengthen the economic and social development of our community.

At regular intervals our hotel participates in public affairs, thus contributing to the formation of a better and more humane society at the local and national level. The

participation of our employees in charitable institutional initiatives is dynamic. Our hotel also started the idea of pro bono work with the preparation of sweets and other dishes that are sold in a bazaar in the context of charity events. The participation of our employees is always with great enthusiasm, demonstrating their sensitivity and sense of social responsibility. The Management of the hotel encourages our employees to participate in initiatives to improve the lives of the minorities of our society, offering money or material to various charitable institutions, supporting them with know-how, or inviting children and the elderly to celebrations and other events in our hotel. Indicatively, we mention some of the charitable activities.

- Design and Implementation of the Charity Support Scheme, through which each guest staying at the hotel participates with €2, an amount that is automatically deducted and allocated to specific charities at the end of the year according to need.
- Provision of hotel premises as well as staff and food / drinks for charity events at regular intervals.
- Many of the hotel's departments maintain funds and allocate funds to charity. For example, the maintenance department, which sent cash assistance to Orthodox monasteries in Africa, supporting needy families and responding to requests for emergency assistance to the sick and distressed.
- Donations of furniture and equipment to various institutions at regular intervals.
- Distribution of gifts and sweets to various institutions during the Christmas and Easter holidays.
- Organization of an annual blood donation at the hotel since 1993.
- Provision of technical and medical equipment to medical centers.
- Institutional contribution to the Sophia Foundation available for children on the African continent.
- Other institutional contributions to charitable associations.

- Participation with group initiatives in the annual Radiomathon of Love organized for children with special needs, the Christodoulas march, anticancer society, etc.
- Organizing events on a departmental basis to raise funds for charity.
- Establishment of charity tournaments since 1993
- Emergency aid plan through which the fundraiser is activated for a colleague who has a problem, and the automatic participation of the welfare fund.
- Preparation and distribution of meals for needy fellow citizens daily in cooperation with the Diocese of Limassol.
- Collecting and sending food and clothing to citizens of other countries that have suffered the consequences of disasters, famine, or other i.e. Serbia, Greece, etc.

Our chefs actively participate in the Olympic Cooking Team and the promotion of Cypriot gastronomy, as do our Confectioners and Barmen & waiters who pioneered the creation of winemaking organizations, participation in environmental awareness programs, better understanding and exercise of religious rights, visits of our executives to schools and academic institutions for lectures and information days. Apart from the voluntary participation and inclusion in organized groups, professional bodies, and organizations, there are also some projects that the company has funded and with which the quality of life of our fellow human beings is upgraded. Some of them are:

- Construction of infrastructure works on the waterfront to host community events.
- Systematic cleaning of the beach, which is awarded the blue flag, as one of the clean beaches in European Union countries.
- Construction of flower beds on Amathunta Avenue, opposite Colors Cafe
- Construction of a wooden pedestrian street on the beach for the disabled
- Construction of infrastructure on the beach for sea turtles laying their eggs, and informing the public and guests about the project
- Construction of a vertical arm and beach landscaping in front of the hotel.
- Creation, writing, and distribution of CDs and books on Cypriot Cuisine. The program of this series was presented by National Geographic.

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- Sponsorships of internationally renowned artistic and other events that promote our cultural heritage, arts, and letters.
 - Tree planting both on the beach and in other selected parts of the city and district of Limassol.

The economic dimension

Four Seasons Hotel focuses on the local and regional economy by following specific actions during its operation.

- Local suppliers for our food and beverage outlets. 95% of our suppliers are local and make sure that the mutual terms agreed upon with all suppliers and vendors are respected, which bestows the hotel with a great reputation as well as good relations with local vendors and suppliers.
- Circular services contracting:
 - Product as a service for coffee machines, heavy machinery for maintenance purposes, printers & toners, kitchen equipment
 - Sharing of resources between the Hotels of the company or with suppliers of longstanding cooperation
- Research and Investment in the local area
- The Hotel's Management has close cooperation with the local community and organizations. 4 of our Executives are members of the Cyprus Hotel Managers Association (<http://cyhma.com/>). CHMA envisions a balanced growth of the tourism sector, aimed at improving performance and increasing the number of arrivals and overnight stays while improving the distribution of tourism supply throughout the country. The above objectives are pursued within the framework of environmental protection, and with the utmost respect for and promotion of Cypriot culture. Moreover, we are also on the board of Cypria Filoxenia. Cypria Filoxenia is an institutional entity to study, display, and promote the culture of local hospitality, its best practices, and its application to business and society as a whole by diffusing the culture of the hospitality staff, the 'best' practices in tourism enterprises and the respect and recognition of the people of hospitality. Our Commercial Director is also a member of the European Hotel Managers Association, which gives us a voice at the European level as well.