



CONSTANTINOUS BROS
PIONEER BEACH HOTEL
PAFOS CYPRUS

SUSTAINABILITY REPORT 2020-2021



www.facebook.com/constantinoubroshotels



www.cbh-cyprus.com

COMPANY OVERVIEW

Founded in 1989, Constantinou Bros Hotels situated in Paphos strive to create unique and memorable experiences for all our guests and continue with our tradition of fine hotels with the emphasis on gracious hospitality, good food, and smiling, friendly staff. In addition to our need to please, we are dedicated to operating in a sustainable manner that serves the environment and benefits local producers.

The four hotels of the Constantinou Bros Hotels chain are renowned for their prime locations and dovetail with the needs of visitors perfectly. Between them, they cater to all types of guests from all backgrounds.



OUR MISSION

As pioneers in the hospitality industry, our main objectives for success are:



Sustainability



Food Safety



Quality



Community



Employees

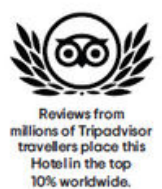


Culture Promotion

OUR AWARDS



Gold Certified for
Accommodation Sustainability



**Tripadvisor
Travellers'
Choice
2020**

**TUI SENSIMAR
Pioneer Beach
Hotel by
Constantinou Bros**



OUR MISSION

Our values are the HEART of our company:

Hospitality – treating everyone like family

Engagement – delivering our purpose

Accountability – owning our impact

Respect – considering the environment & others in every interaction

Teamwork – succeeding together



ENVIRONMENTAL POLICY

While our goal is to provide the best holiday experience for our valued guests, we do so with respect to our environment and operate to reduce the impacts that it may have on our local community.

We understand that it is important to continually evaluate the impact that we have on our surrounding environment and we are dedicated to following all relevant environmental regulations and registrations and all other requirements to which our hotels subscribe.

Additionally, we are committed to minimizing the impact our hotels have on the environment through pollution control and prevention programs.

WASTE MANAGEMENT

Our goal is to
implement The
Three R's:



In order to conserve natural resources and to prevent as much waste as possible. Practising The Three R's at a corporate level ensures a great start at profitable corporate responsibility.



WASTE MANAGEMENT

To comply with smart management of waste, we:



Teach employees the correct method of separation and disposal. We also emphasize the importance of The Three R's mentality while at work and even at home.



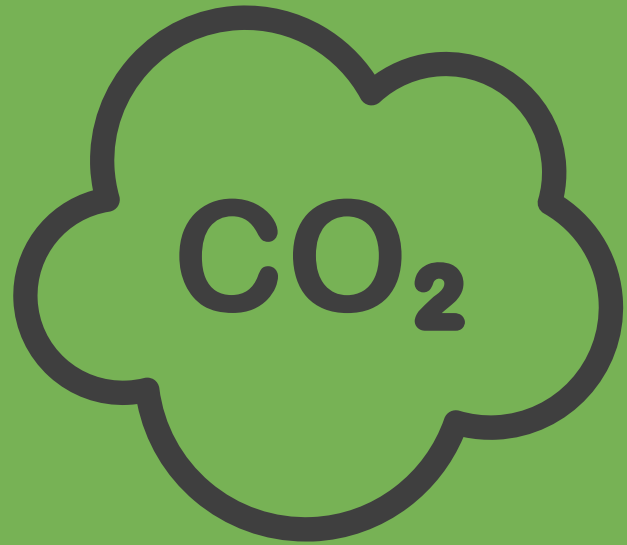
Recycle all plastic, paper and glass.



Minimize the use of plastic wherever possible and do not serve plastic stirrers or straws but replace them with sustainable material such as paper and bamboo.

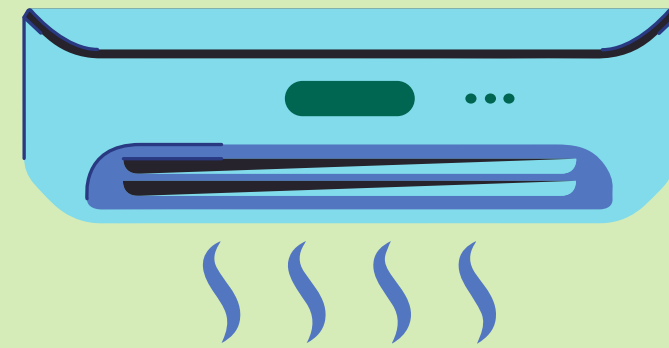


WASTE MANAGEMENT



CO₂ is the greenhouse effect. As a greenhouse gas, excessive CO₂ creates a cover that traps the sun's heat energy in the atmospheric bubble, warming the planet and the oceans. An increase in CO₂ plays havoc with the Earth's climates by causing changes in weather patterns.

Actions our hotels do to reduce CO₂ emissions



A/C temperature control in all public areas in alignment with the seasons



Our country produces an expanding percentage of electricity from renewable energy sources such as wind and solar power.



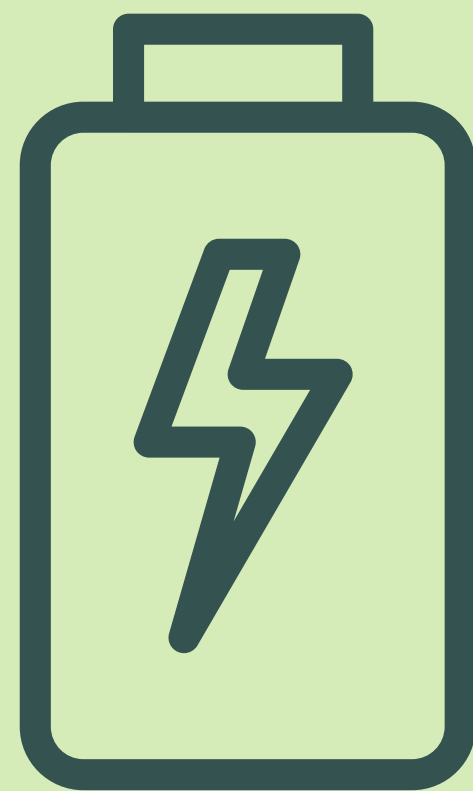
We use over 65% energy efficient lighting



Energy efficient equipment and regular maintainance

RECYCLED WASTE

Batteries



2018: 14 kg

2019: 33 kg

2020: 2 kg

2021: 6 kg

Ink/Toner



2018: 23 kg

2019: 21 kg

2020: 6 kg

2021: 5 kg

Lamps



2018: 41 kg

2019: 57 kg

2020: 70 kg

2021: 42 kg

Used Oil

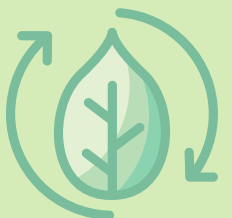


2018: 5520 ltr

2019: 5670 ltr

2020: 1250 ltr

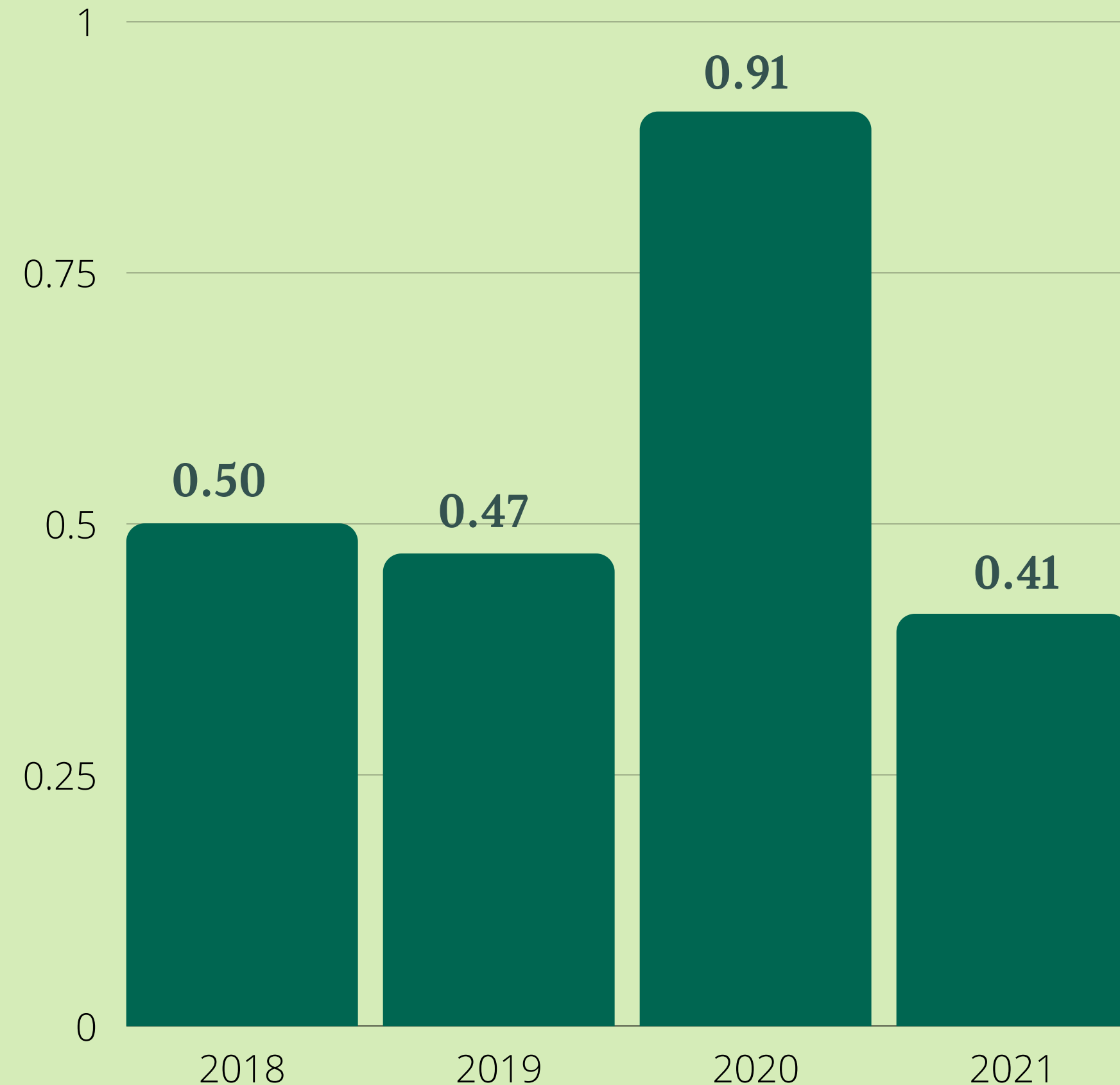
2021: 2380 ltr



CHEMICAL CONSUMPTION

(Ltr) Per Guest Night

- ✓ Ongoing market search for environmentally freindly chemicals.
- ✓ Ongoing training for all staff using chemicals.
- ✓ Disinfectants/biocides used only if and when required.



ENERGY MANAGEMENT

We continue to target reduced energy consumption such as electricity, gas and water usage. This can include:

- Holding events and dining outdoors to save energy consumption.
- Upgrading equipment that includes energy-saving and eco-friendly features. e.g. Installed 2 new energy-saving elevators.
- Servicing our equipment regularly.
- Manage air conditioning temperatures during the different seasons in all public areas.

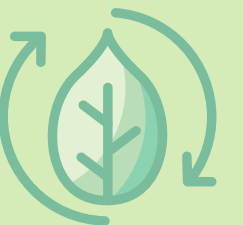
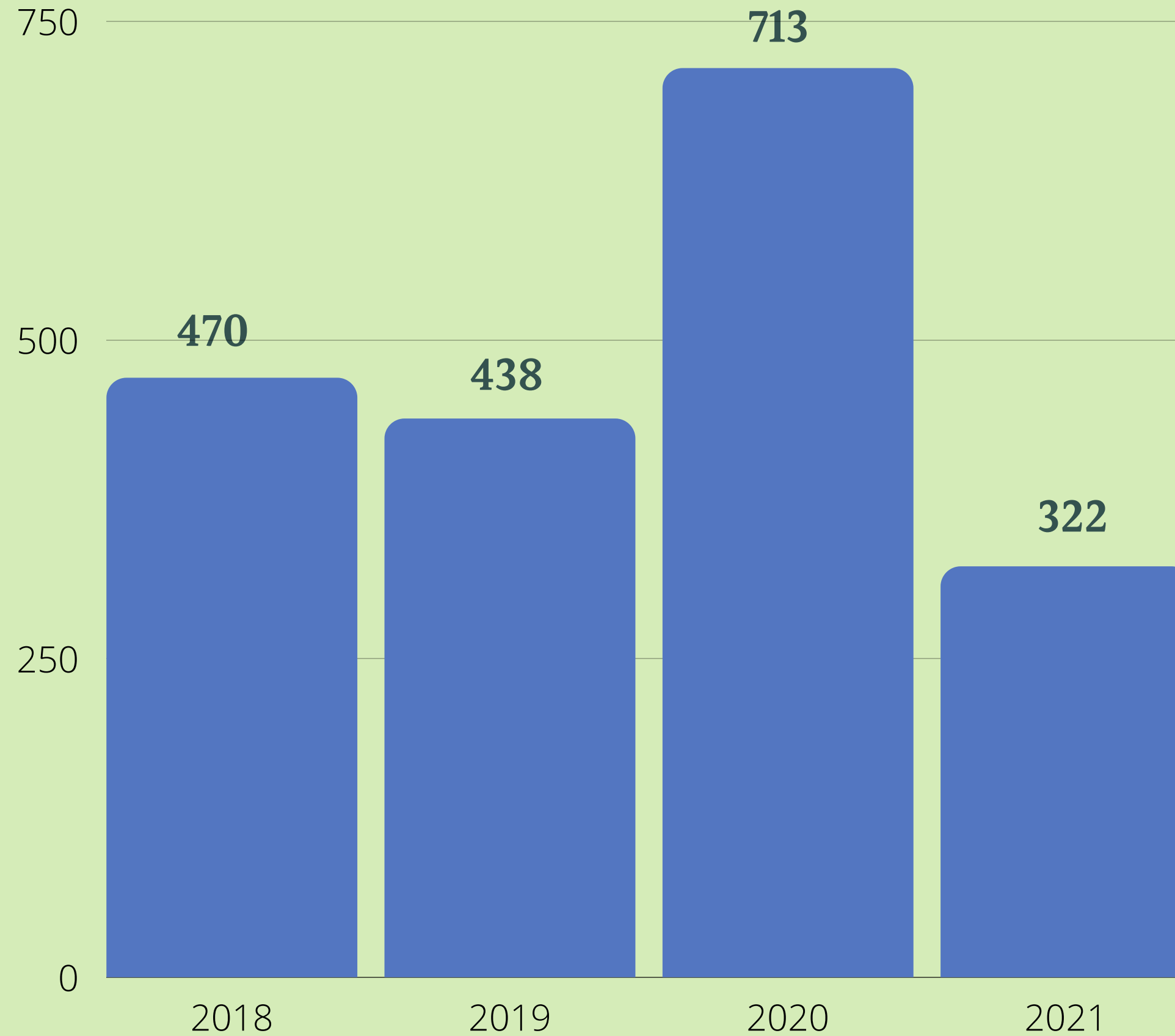
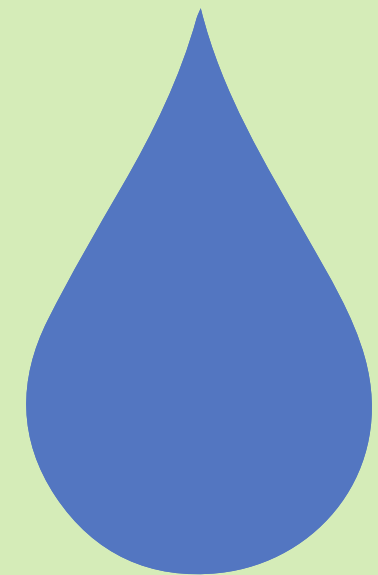


ENERGY MANAGEMENT

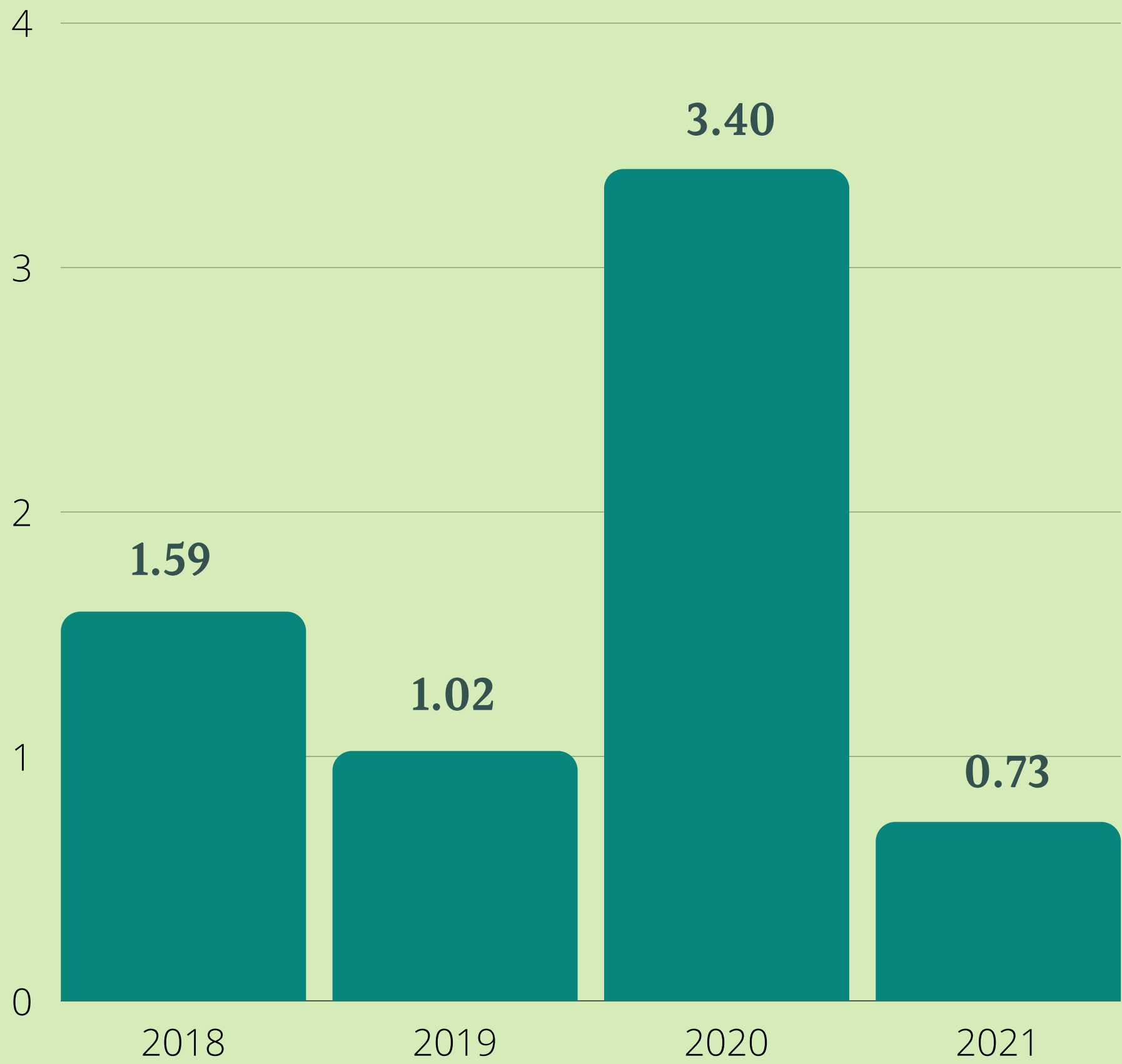
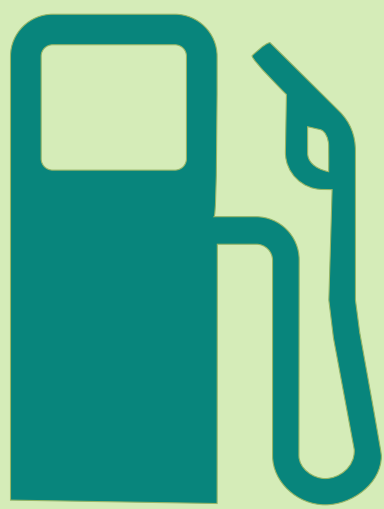
- Implement waste management training to employees for the correct disposal of water which includes using unwanted drinking water for plants.
- Ensuring guests are aware of our energy-saving goals and to use energy and water wisely which includes reusing towels and opting to have sheets changed every four days. Our Program for the Environment booklet is available in each room. We also have two digital Info Kiosks around the hotel which gives tips on helping with our sustainability effort.



WATER CONSUMPTION (Ltr) Per Guest Night

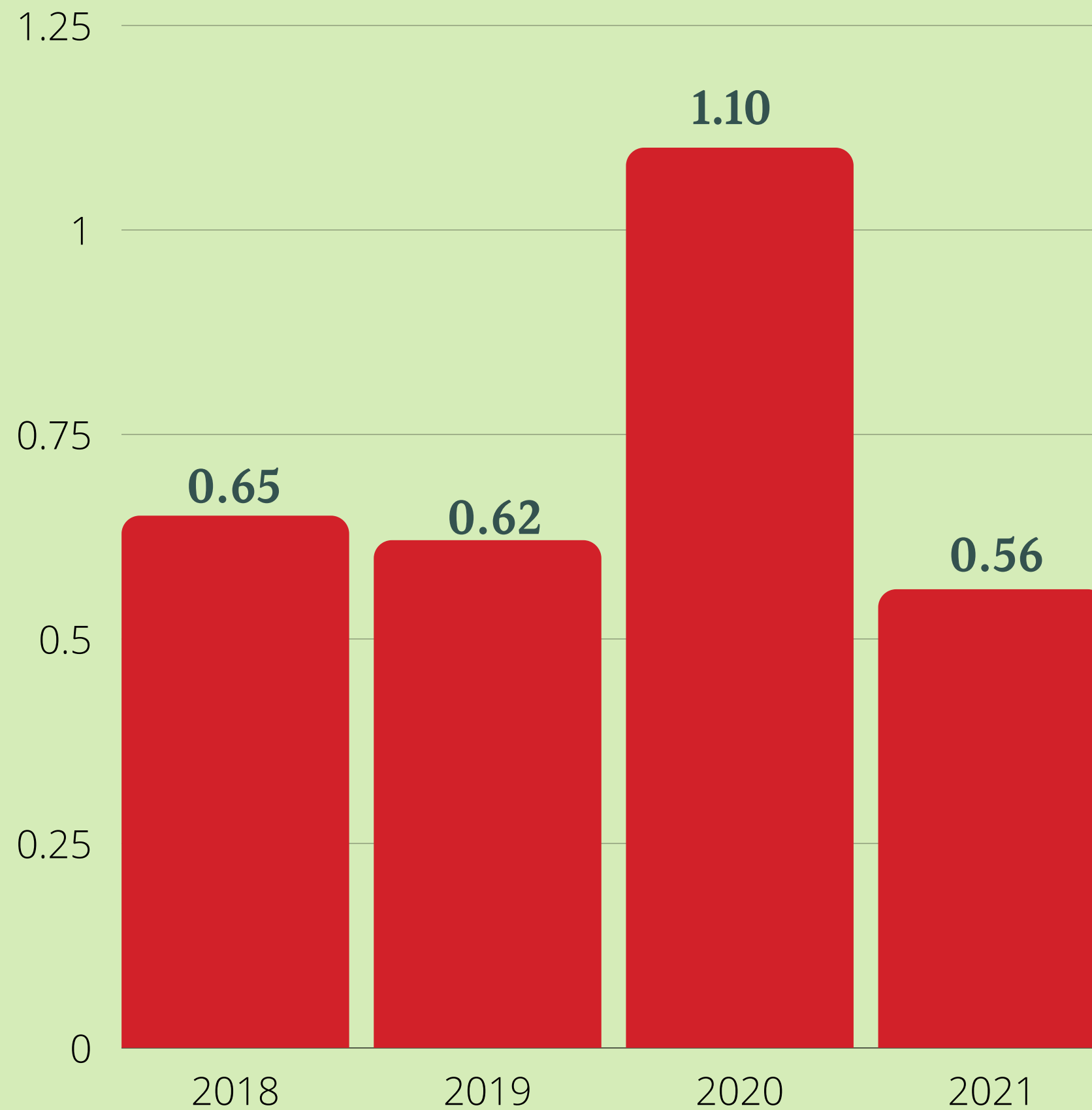


PETROL CONSUMPTION (Ltr) Per Guest Night

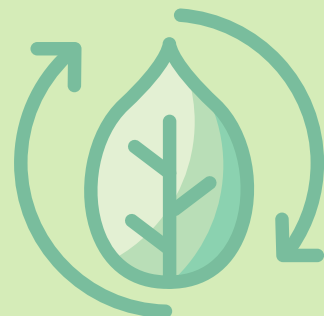
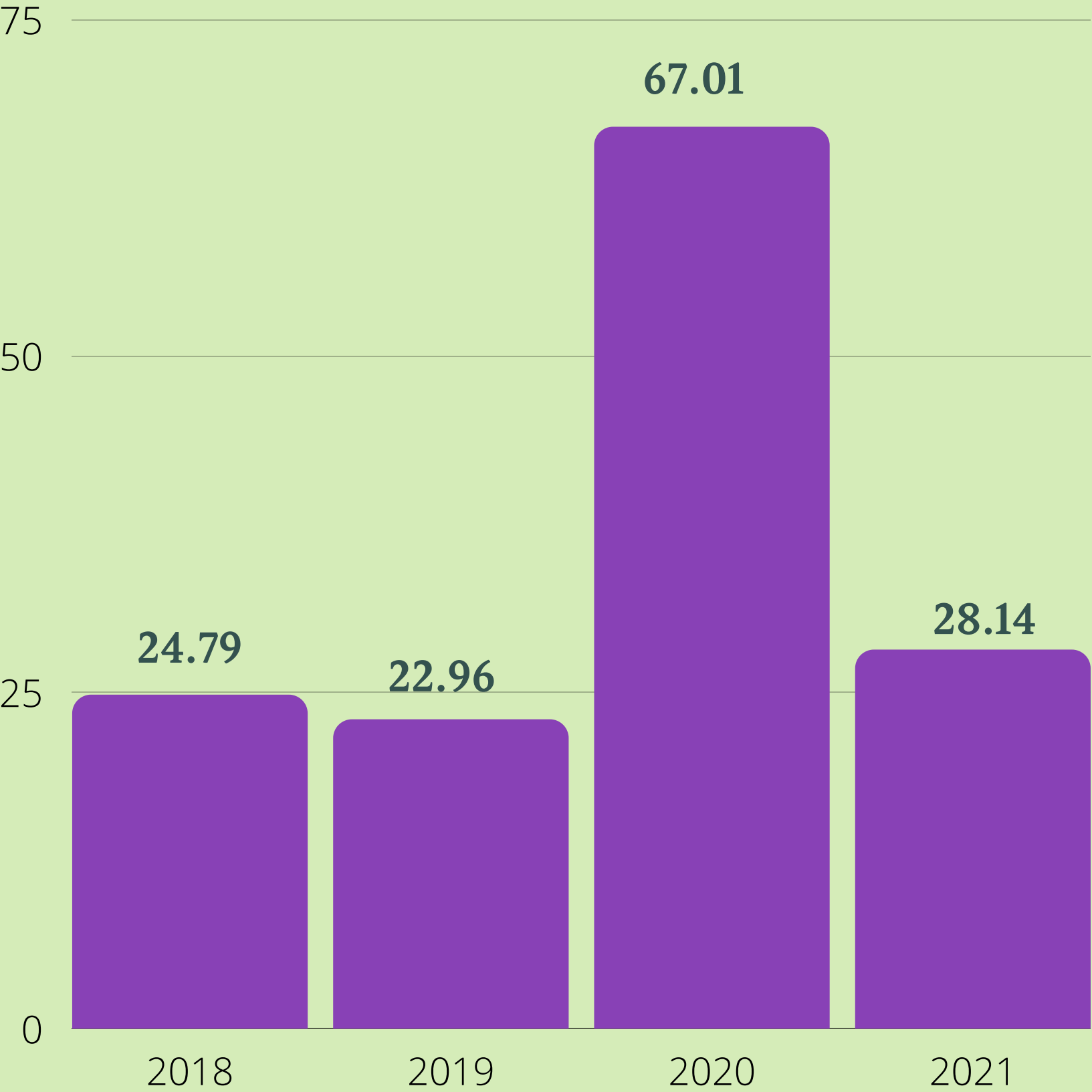


GAS CONSUMPTION

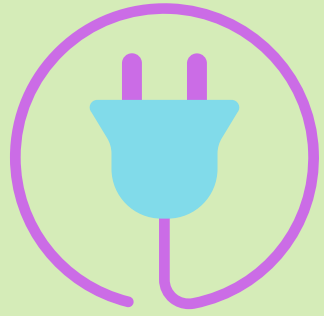
(Ltr) Per Guest Night



ELECTRICITY CONSUMPTION (kWh) Per Guest Night



ENERGY SOURCES



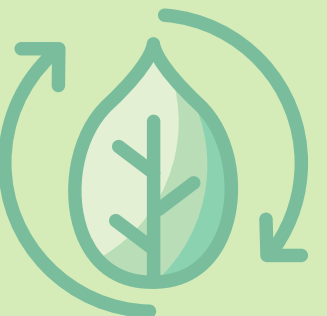
Electricity obtained from Electricity Authority of Cyprus.
Electricity is been used primarily for A/C, refrigerators, pumps, lights, lifts, lights and other equipment.



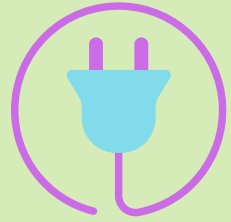
LBG obtained from Petrolina Gaz Ltd.
LBG is been used for kitchen and laundry equipment.



Diesel obtained from Petrolina Ltd.
Diesel is been used for the boilers for heating water and the generator.



HOTEL TARGETS



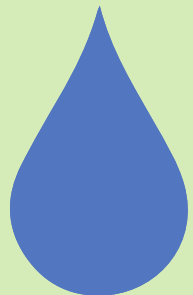
ELECTRICITY : 25 Kwh PPPD



LPG: 0.65 LTR PPPD



Diesel: 1.60 LTR PPPD

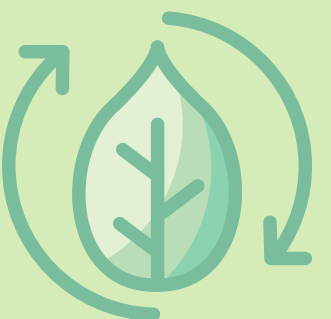


Water: 480 LTR PPPD



All Hotel energy are monitored daily by the maintenance department in order to ensure the sensible daily consumption.

The deviation of our targets were due to the reduced number of bed nights as the hotel operated for 182 days of 2020 and 156 days of 2021 because of the COVID 19 Pandemic.



EQUAL OPPORTUNITIES EMPLOYER

We are an equal opportunity employer supporting the protection of human rights, particularly those of our employees, our business partners and the community in which we operate.

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

Employees	2018	2019	2020	2021
Male Employees	77	80	24	69
Female Employees	151	147	34	109
Paphos Resident Staff	181	191	56	164
EU Other Staff	47	36	2	14



SUSTAINABLE FOOD

From tree and land to table, our hotels support our community by using fresh produce from local farms.

We buy and grow organic locally produced fruit and vegetables that are used daily in our ethnic dishes.

We pride ourselves on our herb garden that is situated on hotel grounds and the allotment plot owned by Constantinou Bros Hotels that grows fresh vegetables all year round and which richly supplies our hotels.



SUSTAINABLE FOOD

Pioneer Beach Hotel Management planting a herb garden 2021.



SUSTAINABLE FOOD

We are giving back!

We strongly believe that tourism can make a positive impact on our local community. By buying locally sourced produce, we are helping the farmers and villagers in our community to maintain a steady income.

Fresh organic fruit and vegetables that are served from soil to table also works towards a sustainable future for our planet!



CUSTOMER SATISFACTION

We continue to monitor customer satisfaction and our statistics reveal that over 30% of first-time guests become frequent visitors to our hotel with some returning twice a year.

From guest reviews and high scores from reputable online travel platforms as well as rewards gained, it is clear that our goal for providing excellent hospitality is reached each season.



TRAINING & DEVELOPMENT

Each of our new employees are provided with the appropriate introduction and training. This includes company culture, ethics and philosophy as well as product knowledge, benefits and employee welfare. Tenured and new employees are offered ongoing training which is sometimes carried out by external instructors.

All members of our team are encouraged to develop their skills and talents further for promotion opportunities which are available to anyone who wishes to grow in our Company.



SUPPORT & PROMOTE LOCAL PRODUCTS, CUSTOMS & TRADITIONS.

We ensure that our local organically bought and grown local produce is showcased in our many events and courses. From these events, guests can learn the benefit of each product used including how it is implemented in Greek Cypriot cuisine.



SUPPORT & PROMOTE LOCAL PRODUCTS, CUSTOMS & TRADITIONS.



We are proud to provide traditional Cypriot Breakfast and illuminate our delectable cuisine during our Cyprus Nights.

It is important to us that we introduce our culture and in a fun and educational way and what better way to do this than to invite our guests to take part in our many activities?

SUPPORT & PROMOTE LOCAL PRODUCTS, CUSTOMS & TRADITIONS.

Some of these events and courses include:

- Cocktail Courses using local spirits and locally sourced fruit.
- Our famous Fruitopia event where we use delicious fresh fruit and Cyprus-made yogurt and honey to make smoothies and offer fruit plates.
- Our Fruit Corners using organic seasonal fruit.
- Cooking lessons that get guests involved in making traditional Greek Cypriot dishes.



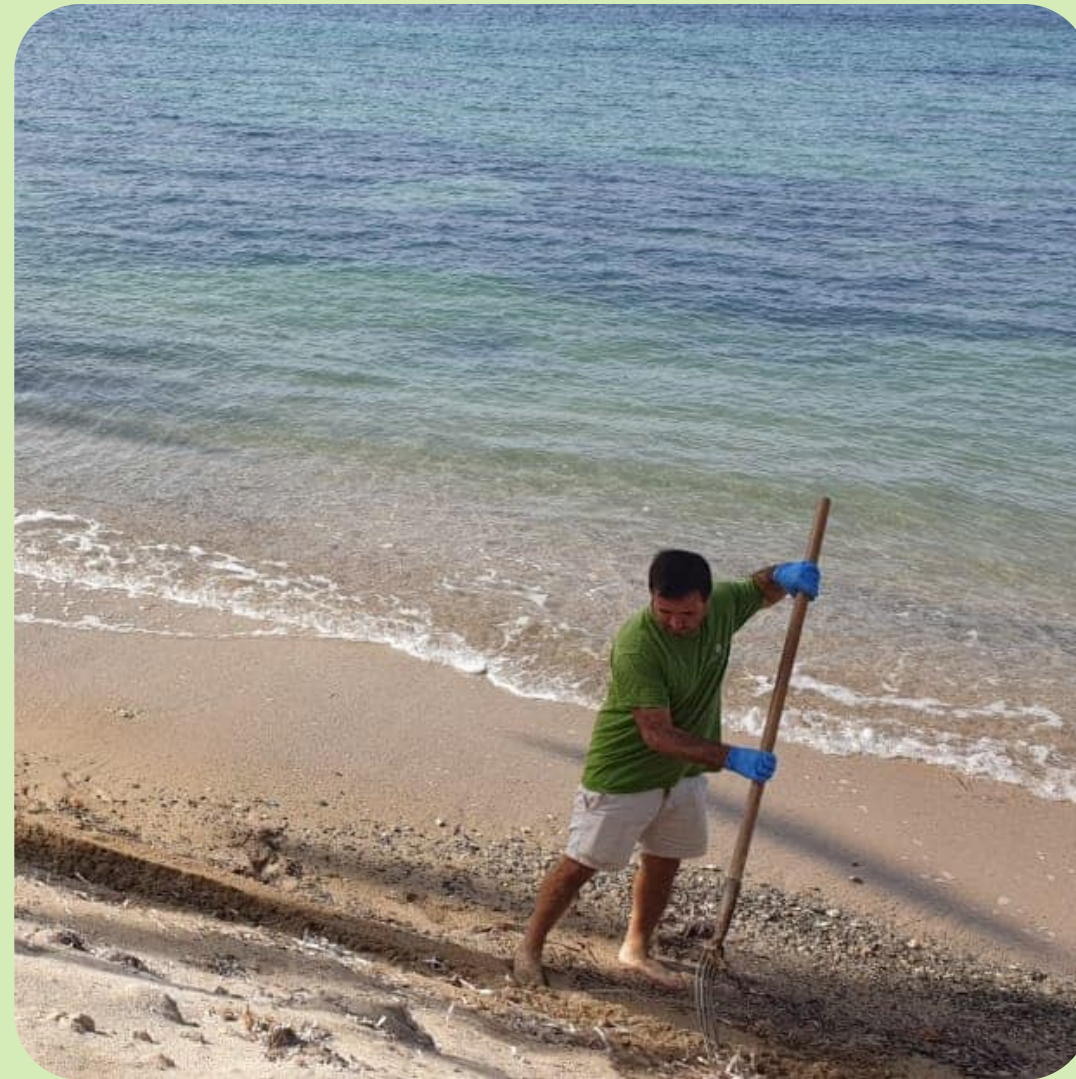
HOTEL COMMUNITY SERVICE

We believe that by volunteering as a team in our community, we can build a stronger company culture between each other and a better relationship with our local residents and our guests which also benefits our environment. We always invite the local residents and guests to take part in our feats to support our environment and encourage others to follow suit. Some of our activities include donating to local charities such as schools, hospitals and churches etc, planting trees, plants and herbs, cleaning the beach and donating blood.



HOTEL COMMUNITY SERVICE

Beach Cleanup 2021



HOTEL COMMUNITY SERVICE

Annual Blood Donation



NEW COMPANY PROJECT

Being committed to sustainable horticulture, the Constantinou Bros Hotels have allotted a piece of land close to our hotels where we have been growing our own vegetables. Our produce is now being used to create authentic Greek Cypriot dishes by our expert Chefs so that our guests receive the freshest and tastiest meals.





CONSTANTINOUBROS
PIONEER BEACH HOTEL
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Thank you for helping us to
achieve our goals!



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The Pioneer Beach Hotel
Sustainability Team