



CONSTANTINOU BROS  
ATHENA BEACH HOTEL  
PAFOS CYPRUS

# SUSTAINABILITY REPORT Jan 2020 to July 2022



[www.cbh-cyprus.com](http://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 leaders in the hospitality industry, our main objectives for success are:



**Sustainability**



**Quality**



**Food Safety**



**Community**



**Employees**

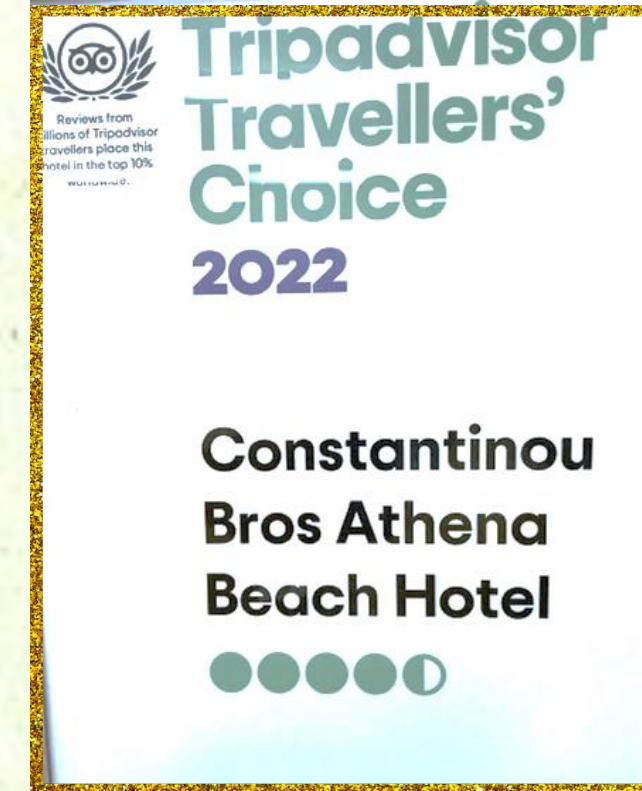


**Culture  
Promotion**

# OUR AWARDS



CONSTANTINOU BROS  
ATHENA BEACH HOTEL  
PAFOS CYPRUS



# OUR VALUES

Our values are the **HEART** of our company:

**H**ospitality - treating everyone like family

**E**ngagement - delivering our purpose

**A**ccountability - owning our impact

**R**espect - considering the environment & others in every interaction

**T**eamwork - 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  
**3 R's:**

**REDUCE**  
**REUSE**  
**RECYCLE**

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.



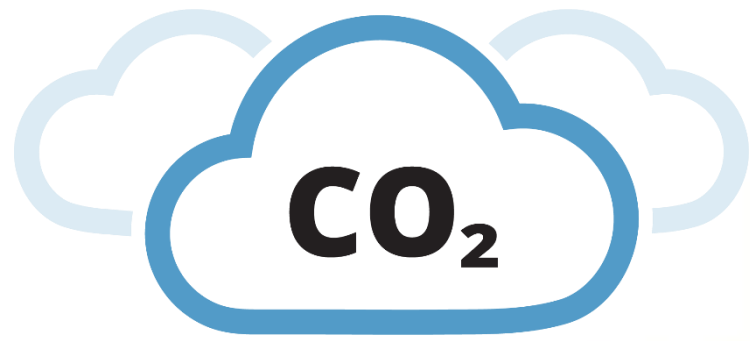
Recycle all plastic, paper and glass.



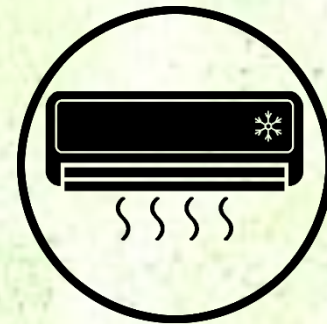
Minimize the use of plastic wherever possible and do not serve plastic stirrers or straws but replace them with sustainable material such as paper and bamboo.

# WASTE MANAGEMENT

## Actions our hotels do to reduce CO2 emissions



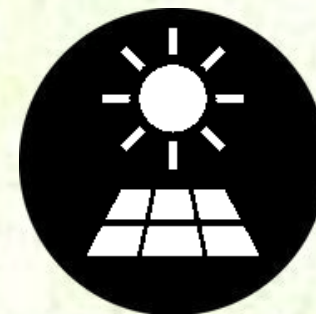
CO2 is the greenhouse effect. As a greenhouse gas, excessive CO2 creates a cover that traps the sun's heat energy in the atmospheric bubble, warming the planet and the oceans. An increase in CO2 plays havoc with the Earth's climates by causing changes in weather patterns.



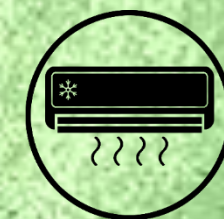
A/C temperature control in all public areas in alignment with the seasons



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



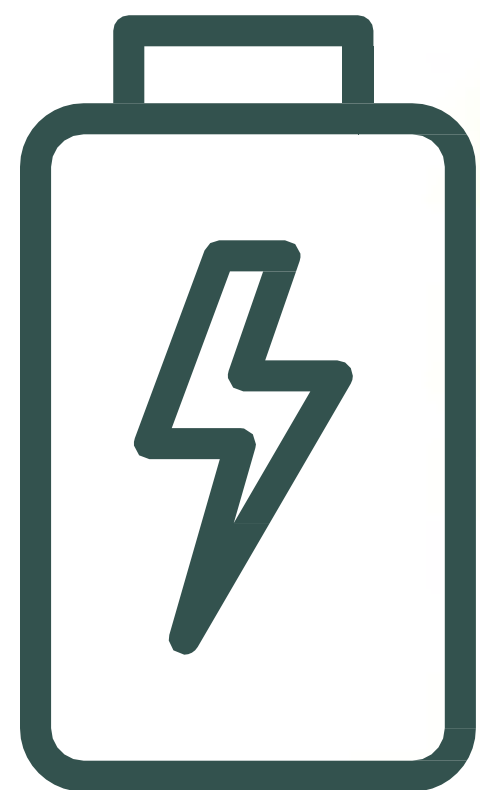
We use over 65% energy efficient lighting



Energy efficient equipment and regular maintainance

# RECYCLED WASTE

Batteries



2021: 0kg  
2022: 11kg

Ink/Toner



2021: 79kg  
2022: 0kg

Lamps



2021: 0kg  
2022: 100kg

Used Oil



2021: 1150kg  
2022: 720kg

No records kept in 2020

# 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 for 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 give tips on helping with our sustainability effort.



# ELECTRICITY CONSUMPTION



**31.45 Kwh  
per  
Guest Night**

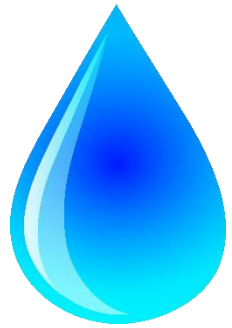
**2021**

**TARGET  
FOR  
2022  
20.50 Kwh  
per  
Guest Night**

**18.48 Kwh  
per  
Guest Night**

**2022**

# WATER CONSUMPTION



**0.084 Tones  
per  
Guest Night**

**2021**

**TARGET  
FOR  
2022  
0.070 Tones  
per  
Guest Night**

**0.034 Tones  
per  
Guest Night**

**2022**

# CHEMICAL CONSUMPTION



## CONSUMPTION OF KITCHEN CHEMICALS

Department	2021	2022
Kitchen	0.05ltr p/gn	0.05ltr p/gn
H/K	0.04ltr p/gn	0.03ltr p/gn
Maintenance	0.44ltr p/gn	0.31ltr p/gn

# PETROL & GAS CONSUMPTION



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0.77 Ltr  
per  
Guest Night  
2021

**TARGET**  
FOR  
2022  
1.45 Ltr  
per  
Guest Night

1.27 Ltr  
per  
Guest Night  
2022



0.16 Ltr  
per  
Guest Night  
2021

**TARGET**  
FOR  
2022  
0.22 Ltr  
per  
Guest Night

0.23 Ltr  
per  
Guest Night  
2022

# ELECTRICITY, WATER, CHEMICAL, PETROL & GAS CONSUMPTION – Year 2020

2020 was a remarkably difficult year — not only because of the pandemic. It was no ordinary year.

By early 2020, people all over the world were forced to contend with a new normal: lockdowns, mask rules, economic crises, and travel bans. Our hotel's occupancy was affected too. Because of the many opening & closing scenarios, we could not make solid comparisons between other years' consumption and 2020. Subsequently, targets were not reached.

Here are 2020's consumptions:



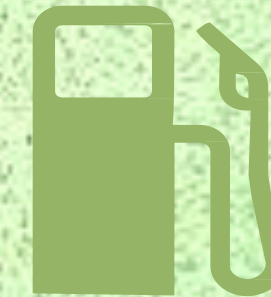
**113.82 Kwh**  
**per Guest Night**  
**Target:**  
**32Kwh p/gn**



**0.110 Tones**  
**per Guest Night**  
**Target:**  
**0.075Tones p/gn**



**Kitchen: 0.10ltr p/gn**  
**H/K: 0.12 p/gn**  
**Maint: 1.82 p/gn**



**3.34Ltr**  
**Per Guest Night**  
**Target:**  
**1.50Ltr p/ gn**



**0.23Ltr**  
**Per Guest Night**  
**Target:**  
**0.20Ltr p/ gn**

# HEALTH & SAFETY



We provide all our employees with the necessary health & safety tools (i.e. training seminars and equipment). These include the hotel's emergency plan (handbook, annual seminar from head office and fire evacuation drill) and training for the proper use of chemicals.

Furthermore, we apply rules on personal appearance and hygiene, provide our staff with fresh food as well as changing rooms / shower rooms.

With regards to accidents involving guests or/and employees, we record all of them and take corrective actions, as well as analyze them in the end of each year in order to study the frequency, cause, place etc. to take preventive actions.

# CHILDREN PROTECTION



**Our hotel fully supports the protection of the under-aged including child labor, and physical and sexual abuse. All employees receive information so as to distinguish basic child abuse incidents as well as they are encouraged to report to the hotel's management; the management in return will report such incidents to the local child protection authorities whether they originate from guests or employees, as we can not tolerate the same.**

# 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 little herb garden that is situated on hotel grounds growing basil, lavender & kiouli and the allotment plot owned by Constantinou Bros Hotels that grows fresh vegetables all year round and which richly supplies our hotels.



# 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 work towards a sustainable future for our planet!



# PURCHASING

- Whilst ensuring a wide range of high-quality products, the Athena Beach Hotel 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 make sure that they are energy efficient.
- Our target is to buy in minimum quantities so that stores are not fully packed, with zero spoilages due to possible expired items, deterioration of quality etc.

# COMMUNITY



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- We try to recruit people living locally so as to help money circulate within the community and discourage locals to seek jobs abroad.
- When possible we participate in fundraisings or/and donate food or equipment we no longer use.
- We promote the Cyprus Breakfast and traditional food dishes during all meals. We also organize Cyprus & Greek nights weekly so guests can experience what we the locals eat/drink/cook. We promote local drinks at our restaurants and all bars.
- Local events and businesses are permitted to promote their services and products for free (flyers, brochures)
- Donations to specific organizations.



# COMMUNITY



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- Support Pafiakos CCP animal welfare.
- Keep our beach plastic-free – placing ashtrays in the beach area is a great way to protect the environment and the sea life but also improve the appearance of the beachfront to be enjoyed by locals and tourists. Cigarette butts include plastic and pollute the beach.
- The ABH aims to keep on supporting the local community with different actions, events, etc. as well as to keep participating in the various local events when possible such 'World Tourism Day' organized by the local municipality, etc. Our target is to be involved in at least 3 to 5 actions per year (as part of the CBH chain).



# CUSTOMER SATISFACTION



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We continue to monitor customer satisfaction and our statistics reveal that over 10% 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 of providing excellent hospitality is reached each season.



# HUMAN RESOURCE

- We recruit regardless of gender, age, race, nationality, religion, or/and disability.
- We recruit people of the minimum age required by law.
- All of our new employees are given the 'Internal Rules & Instructions' booklet to read once employed. It includes policies, health & safety, etc.
- When there is an opening we try to promote from within >> 50% of our Management team have been promoted internally from both the Athena Beach Hotel and the Constantinou Bros Group.
- We aim to re-employ our seasonal staff every year. A big percentage are repeat employees.
- All employees are entitled to benefits i.e. social insurance annual leave, sick leave, uniforms, meals on duty, transportation, can be members of local Trade Unions, etc.
- Targets: same rights to all staff with '0' disputes & labor differences. Also, no tolerance for unfair treatment, zero bullying, no racism incidents & same or more training to staff.



# 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 of employment, including pay and welfare arrangements before they start work.

YEAR	FEMALES	MALES	NON-CYPRIOTS	CYPRIOTS
2018	121	122	148	65
2019	140	135	227	48
2020	75	125	150	50
2021	1113	125	188	50
2022	154	118	232	40



# TRAINING & DEVELOPMENT



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Each of our new employees is 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 that are available to anyone who wishes to grow in our Company.



# SUPPORT & PROMOTE LOCAL PRODUCTS, CUSTOMS & TRADITIONS



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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 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. Also Cyprus Coffee making demo.

Our famous Fruit-o-Mania event where we use delicious fresh fruit and Cyprus-made yogurt and honey to make smoothies and offer fruit plates.

Our Fruit Corners use 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



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## Beach Cleanup 2022



# HOTEL COMMUNITY SERVICE



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## Annual Blood Donation



# NEW COMPANY PROJECT

Being committed to sustainable horticulture, the Constantinou Bros Hotels have allotted a piece of land opposite our hotel 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 valued guests can receive the freshest and tastiest meals.





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Thank you for helping us  
to achieve our goals!



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Andreas Constantinou  
Executive President