



INFINITY BLU
Sustainability Report
2023

Sonia Tsiou
General Manager

INFINITY BLU – Designed for Adults

LOUIS HOTELS

The Louis Group is one of the leading travel, cruising and hotel groups in the Mediterranean with over 80 years of experience. As a member of the Louis Group, Louis Hotels, with over 79 years in the hospitality industry has a leading position in the hotel sector in both Cyprus and Greece with 6 hotels in Corfu, Mykonos, Crete and Rhodes and 20 hotels & villas in Paphos, Protaras, Limassol, Polis Chrysochous and Nicosia.

Our brand values are synonymous with offering:

- VALUE FOR MONEY HOLIDAYS
- WARM HOSPITALITY AND A LOCAL EXPERIENCE
- FRIENDLY SERVICE BY MULTILINGUAL STAFF.
- CONSTANT INNOVATION
- RESPECT FOR THE ENVIRONMENT
- RESPECT FOR OUR GUESTS

On a remarkable 79-year legacy, the Louis Hotels journey is driven by a passion for delivering exceptional guest experiences in superior locations. We invite you to embark on your perfect escape as you explore our

26Hotels | 7Destinations | 4Collections | 1Legacy

26H° 7D° 4C° 1L°

Infinity Blu – Designed for Adults falls under the Elegant Collection defined as:

Your sanctuary of refined elegance

Elegant in design and tranquil atmosphere, this collection is ideal for couples and families seeking luxury, comfort and unique, sophisticated touches that will transform any holiday into a dreamy experience.

Rooms and interiors are spacious and luxurious, reflecting a refined elegance, while the service is personalised to meet your unique needs and demands. What's more, dedicated quiet areas mean you can clear your mind and enjoy relaxation at its best without any interruptions.

- Refined elegance
- Spacious and luxurious rooms
- Personalised service
- Dedicated quiet areas



INFINITY BLU – Designed for Adults

SUSTAINABILITY STATEMENT

Hotel Presentation

Trade Name: Infinity Blu – Designed for Adults

Company name: Domniki Hotel Apts Ltd

Address: 13 Thaleias Street, 5297 Pernera, Paralimni, Cyprus

Telephone: +357 23832800

Fax: +357 23832801

Website: www.hotelinfinityblurotaras.com

Email: info@hotelinfinitybluprotaras.com

Date Hotel was first Built: 1993

Last Complete Renovation: 2017

General Manager: Sonia Tsiassiou

Rooms Types & Facilities:

Room Type	Total No of Rooms	Size in m2	Max. Occupancy	Balcony	Hairdryer	TV	Fridge	Safe Box	Iron & Ironing Board	Aircon	Wifi	Lounge Area	Sofa Bed
Superior Studio	12	30	2	√	√	√	√	√	√	√	√	√	√
Suite	30	39	4	√	√	√	√	√	√	√	√	√	√
Deluxe Suite	8	40	2	√	√	√	√	√	√	√	√	√	√

Hotel Facilities:

24Hr Reception, Lobby, Outdoor Swimming Pool, Sun-lounging Area, Lobby Bar, Beach Bar, Main Restaurant



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Our Vision

Infinity Blu – Designed for Adults is exceptionally situated in the area of Pernaera, stretching off the Protaras coast line and as of Summer 2017, following a full renovation, is an addition to All-Inclusive and Adults Only Hotels. Its prime location provides unobstructed views of the crystal clear waters of the Mediterranean Sea. The hotel consists of 50 rooms, comprised of superior studios, suites and deluxe suites and sits on the Award Winning Blue Flag Pernaera Bay.

At Infinity Blu, we recognise that the hotel sector can be a force for good and make a positive contribution in reducing carbon footprint to meet climate change commitments.

Commissioned by the Sustainable Hospitality Alliance (previously known as ITP, The International Tourism Partnership) as part of its work on the SHA Goals and Vision for 2030, the report by Greenview says the hotel sector needs to aim for a 66% reduction in carbon by 2030 against a 2010 baseline, and a 90% reduction by 2050.

As a member of the hotel sector and in recognition of the fact that the environmental footprint spans across the hotel's day to day operations, going forward we vow to explore and adopt new approaches and actions to mitigate our contribution to climate change. These include monitoring and improving our performance in the areas of energy efficiency, waste minimisation and recycling, sustainable procurement as well as minimisation of water usage.

Over time, an environmental management programme will give our business a financial and competitive edge. Our Hotel will be better prepared to meet both future legislation and other external demands. Working systematically with environmental issues also often helps to reduce costs, for example of energy and water consumption, the chemical products we use and our unsorted waste. It also presents opportunities to distinguish our operation from that of other hoteliers and can make the Infinity Blu a more attractive place.

However, sustainability is about more than just the environment. Sustainability involves thinking about the way we live, how we purchase and what we consume. It means evaluating our methods of socialization, of exchange and of education. It requires us to acknowledge that by transforming our society, we will improve equity as well as our ability to live in balance with our natural environment.

To help achieve our ambitious targets, we are active members of the Travelife Sustainability Label having achieved a Gold Certificate in 2018 and we are hoping to get certified again in 2024. Travelife Sustainability Label is an internationally recognised certification system which focuses on the triple bottom line of environmental preservation, community integration and social awareness. It enables us to monitor and assess our sustainability progress via a series of stringent criteria, checklists, bi-annual audits and progress reports.



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Our Principles

At Infinity Blu Designed for Adults we recognise and focus our efforts on all three aspects of sustainability—social, economic and environmental. It is essential for us to demonstrate accountability and integrity in the way we conduct business, to improve the well-being of local communities and ecosystems and to address the environmental impacts of our day-to-day operations.

To achieve all this, it is imperative to create a Sustainability Team that will represent the Management’s passionate commitment of being a responsible business and to follow the guidelines of sustainability across all departments using the following principles:

Happy Faces in Happy Places

Create an environment where all people are passionate, friendly, humble, respect one another, laugh often and keep promises.

Responsible business

Conduct business in a manner that is honest, transparent, environmentally responsive and ethical.

Integrity

Embed integrity into our decisions so they align with our strategic goals and benefit our people, our community and the environment.

Innovation

Use dynamic thinking and innovative technology to enhance the luxury experience, while adapting and responding to the changing market and global environmental issues.

Resource efficiency

Reduce the negative impact of our operations by monitoring all sources of energy and keeping records to assess progress.

Equality and respect

Conduct business using practices that abide by all laws and regulations and meet local standards of ethical conduct which support equality and mutual respect.

Communities

Invest in communities to provide growth and positive benefits from our engagement.

Focus on our people

Provide our people with opportunities to succeed, grow and give back to their communities

For the above principles, Infinity Blu is a member of the Cyprus Sustainable Tourism Initiative and implements the Travelife Sustainable system.



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Travelling Responsibly



We all travel for different reasons and many of us would agree that one of the best things about travel is having new and unique experiences. Because people, culture, history, wildlife and scenery play such important roles in our travel experiences, protecting and supporting these things should be at the heart of every tourism and travel organization, and every traveler.

Travelife certification helps accommodation providers put sustainability at the heart of their business. In order for our system to be truly effective and impactful we invite our guests to take some simple actions too. Please read the Responsible Guest Guide, accessible via the QR code to find out how you can help to improve the impact of your travel. You can also access the information via the link '<https://staybetterplaces.com/responsible-travel/>' or the QR code found in our keycard holders regarding the responsible guest guide.



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Building a Team



Our first step was to appoint our Sustainability Team with a figurehead and allocate members of the Team of which each have objectives and roles within the Team and are set as follows:

Figurehead:

- ❖ Sonia Tsissiou - General Manager & Shareholder

Responsibilities:

- Implement the Policy
- Ensure that objectives are set
- Keep the program moving forward
- Encourage everyone to get involved
- Supervise the auditing of targets
- Collate information
- Communicate results of the environmental program externally whether that be local authorities, local residents, shareholders, suppliers and other hotels

Members of the Team:

The sustainability team includes a representative from each of our key departments as follows:

- ❖ Katerina Tsissiou – Purchasing & Stock Control Manager & Shareholder
- ❖ Toulla Leonidou – Housekeeping
- ❖ Katerina Kyriakou – Accountant
- ❖ George Eleftheriou – Maintenance
- ❖ Andreas Ilia – Chef
- ❖ Barbora Huserkova – Reception Team

Responsibilities:

- Set positive examples concerning environmentally-benign use of resources
- Help identify solutions to any immediate environmental problems
- Ensure that appropriate suggestions from staff are put into effect
- Agree with departmental staff the setting of objectives and targets
- Work with the figurehead to review current practices, act to achieve objectives and audit the results of the program.



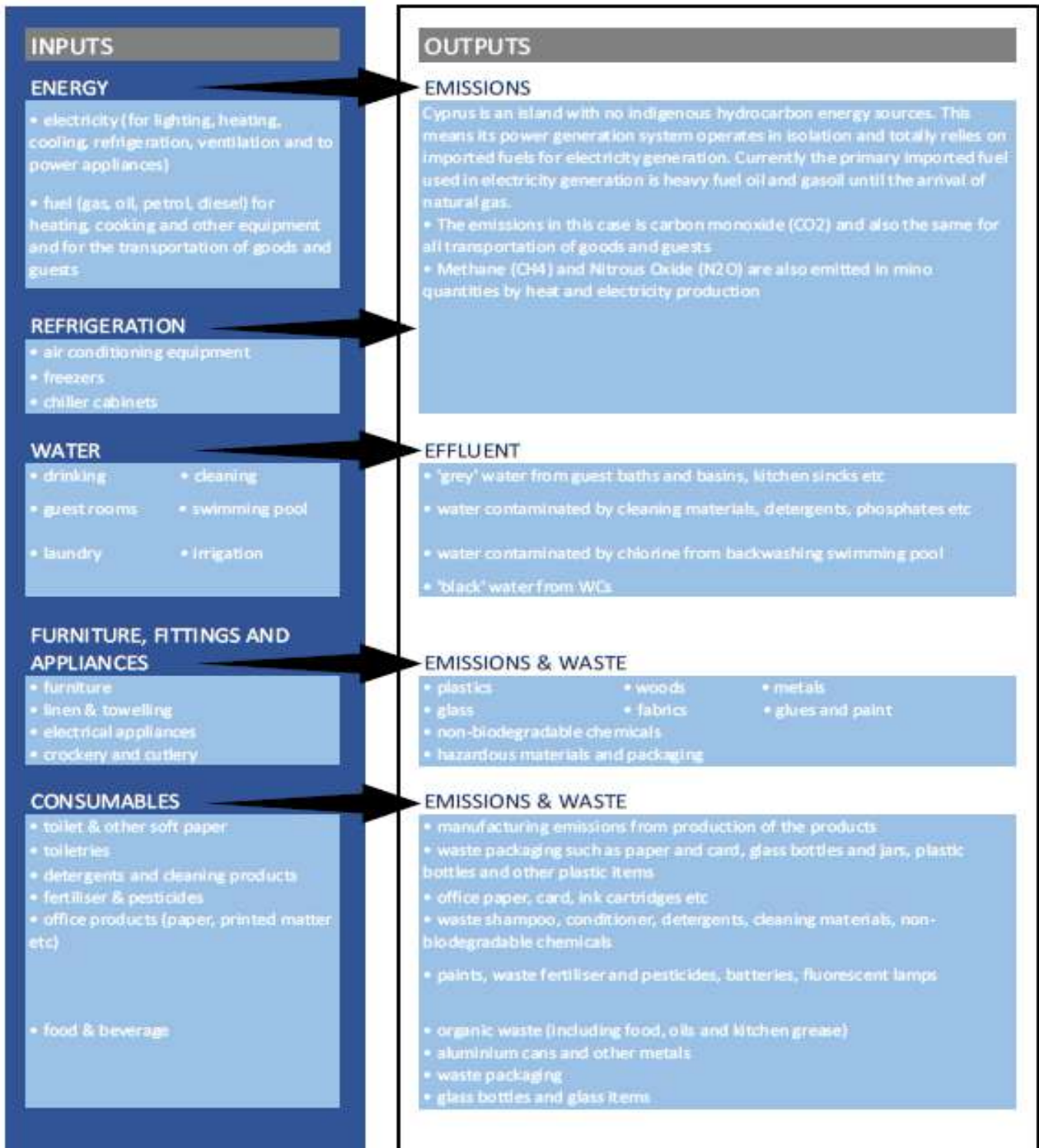
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Identifying our Key Impacts

In order to determine where our priorities lie, we need to consider what our hotel’s key environmental impacts are in terms of ‘inputs’ and ‘outputs’. Inputs are what we use and outputs are what we create in terms of emissions and waste.

Figure 1 below provides a guide to the inputs and outputs of our Hotel.

Figure 1 - Inputs and Outputs



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Energy Management

❖ In striving to become more energy-efficient our aims are as follows:

PROVIDE A COMFORTABLE INTERNAL ENVIRONMENT
The aim is to create an energy-efficient, comfortable internal environment for guests and staff by cutting waste and not cutting corners. This will help retain our customer base whilst reducing our costs and our carbon footprint at the same time.
IMPROVE EFFICIENCY
This requires our staff to understand, operate and maintain the hotel's energy-consuming equipment and systems in an energy efficient manner. It is also important to have efficient buildings, equipment and systems that consume less energy to accomplish their task.
ADJUST TO CHANGES IN LOADS
All resources whether that be staff, equipment and energy use, should be adjusted according to the time of day, day of the week, season, occupancy and weather as this will create tremendous potential for savings.
INVEST IN NEW TECHNOLOGIES
We must constantly review available technology and assess whether it can help create efficiencies within our hotel operation.
SET HIGH STANDARDS FOR NEW PROJECTS
When planning any refurbishment, extensions or minor renovations, it is important that the project is designed for optimum energy-efficiency. This considers lighting, heating, cooling as well as mechanical, electrical and plumbing systems are properly commissioned and in perfect working order.
AVOID SUPERFLUOUS AND WASTEFUL DEVICES
We must avoid purchasing fashionable devices and equipment which are not suitable for their objective such as outdoor gas heaters which use significant amounts of gas and much of the heat is quickly lost to the surrounding environment.
PROVIDE ADEQUATE TRAINING
Good training is the best investment we can make. If our staff believe that they are playing a key role in our energy achievements and making a positive contribution to the local and global environment, it will help build morale and motivation.



❖ **Fuel and Other Oil Products**

Fuel is the term used for any liquid petroleum product that is burned (in a furnace or boiler) in order to generate heat or used to generate power. Other oils derived from hydrocarbons are used for lubrication, to prevent corrosion, as a hydraulic medium or as solvents. These include lubricating oils and automatic transmission fluid.

There are a number of safety and environmental issues associated with the storage, handling and use of oil, gas and oil products. In liquid form they pose a fire risk and if they escape as vapour or in gaseous form they can cause an explosion. Emptying any fuel into drains leading to the public sewerage system is highly damaging to the environment as the drains will either lead the waste directly to the sea water or even into the ground which will then coat the soil and will seep down to the water table.

Within the hotel, fuel and other oils are used for the following applications:



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- Fuel to fire boilers to provide hot water for the rooms as the solar panels are not enough as sole providers of hot water.
- Fuel to power lawn mowers and trimmers used to maintain the gardens and grass.

The fuel tank is stored underground outside the main building and has a capacity of 1800 Litres. The tank is within concrete surroundings and has a steel coating to store the fuel. The tank was newly built in 2017 with the full renovation of the hotel and the fuel is supplied by EKO.



❖ Liquefied Petroleum Gas (LPG)

Liquefied petroleum Gas (LPG), in the form of propane and butane, is used within the hotel only for cooking in the Hot Kitchen and supplied by EKO. It is also found in pressurised lines transferring beverages (beer and soft drinks) from the cellar to the bar. LPG is stored at the hotel both in large tanks and more portable cylinders.

The main hazards with LPG is the impact from any gas cylinder explosions or the rapid release of compressed gas, contact with the released gas, fires resulting from the escape of LPG and manual handling injuries. The main causes of accidents associated with LPG is that of inadequate training and supervision. Poor installation of the equipment, faulty equipment such as badly fitted valves and regulators, poor handling, poor storage, inadequate ventilation, incorrect filling procedures and also unseen damage to the storage tanks.

As a hotel, we have two cylinders that store gas outside the hotel which are clearly marked to show what they contain, and the hazards associated with their content. Each LPG tank stores 500Ltrs and we have identified the equipment which use LPG and those that store and use coolants.



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Water Management

Water is essential to the hotel and tourism industry – for food preparation, cleaning and hygiene, guest comfort and recreation. Hotels also depend upon the survival of their supply industries such as agriculture and the food and drink industries – none of which could function without sufficient water.

Even in areas where water is scarce, it makes commercial sense to use it wisely. Most hotels pay for the water they consume twice – for its initial purchase and then to dispose of it as wastewater. Saving water reduces the amount of wastewater that needs to be treated, thereby lessening the risk of water pollution.

As a hotel, we have a duty not to use more than absolutely necessary and to ensure that the water we provide to our guests, customers and staff for drinking, washing and bathing is safe. We must also ensure that we do not contaminate or compromise the supply of available water to the rest of the community.

The main water is sourced from Paralimni-Deryneia Water Board and the waste water (sewerage) is handled by Famagust District Local Government Organisation.

❖ In striving to conserve water we have set the following objectives:

SATISFY GUESTS' NEEDS WHILE AVOIDING WASTE

Although our guests are likely to be much more 'water aware' than even ten years ago, they expect to be able to turn on the shower and for there to be a sufficient supply and pressure of water. We need to ensure adequate supplies by saving water in other areas, fitting appropriate water saving equipment and educating our guests about how they can help in our efforts to conserve water

IMPROVE EFFICIENCY

It is always possible to find ways to improve on our water consumption rates. Regular efficiency measurements should become a standard procedure for major water-consuming equipment and areas such as kitchens, bathrooms and the swimming pool. Effective procedures for identifying leaks should be in place and should be dealt with swiftly.

INVEST IN NEW TECHNOLOGIES

We must constantly review available technology and assess whether it can help create efficiencies within our hotel operation.

SET HIGH STANDARDS FOR NEW PROJECTS

When planning any refurbishment, extensions or minor renovations, it is important that the project is designed to incorporate water efficiency measures.

PROVIDE ADEQUATE TRAINING

Good training is the best investment we can make. If our staff believe that they are playing a key role in our attempts to conserve water and making a positive contribution to the local and global environment, it will help build morale and motivation.



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Waste Management

Poorly managed waste can pose a threat to health, the quality of our environment and places a burden on businesses and the local economy. Most of the manufactured items we throw away have involved the use of natural resources (materials, energy and water) and some degree of pollution during their production. Cutting consumption reduces these impacts and cuts down on waste, as well as the time spent handling it. Often it is more resource-efficient to manufacture new products through recycling old ones.

A waste management programme will help reduce the amount of waste we produce, saving materials, resources and energy. On average a hotel creates around 1kg of waste per guest per night. If we multiply this by the number of guest nights each year, this creates huge amounts of waste which can be reduced massively simply by sorting for recovery and recycling.

❖ In striving to implement waste management, we have set the following objectives:

REDUCE
The best way to improve waste management is to create as little waste as possible by not purchasing it to begin with.
RECOVER
Systems must be set up to collect and sort the waste so that it can be reused or recycled as much as possible.
REUSE
Consideration will need to be given to where certain items can be reused or whether they can be sold or donated to organisations outside the hotel that can reuse them.
RECYCLE
All items that can be recycled must be collected and arranged for collection. This not only considers bottles, cans and paper but also batteries, oil, plastic and more.



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Hazardous Materials

Hazardous Materials are any substances that can cause injury, impairment to health or death to living organisms, or which can damage the environment through, for example being toxic, flammable, explosive, corrosive or infectious.

The table below (Figure 2) shows a list of definitions used for hazardous materials most commonly encountered in hotels, together with their identification symbols.

Figure 2 - Definitions of Hazardous Materials and their identification

HAZARD SYMBOLS	
BELOW ARE THE DEFINITIONS USED FOR HAZARDOUS MATERIALS MOST COMMONLY ENCOUNTERED IN HOTELS, TOGETHER WITH THEIR IDENTIFICATION SYMBOLS. These symbols are derived from the United Nations' Globally Harmonised System (GHS)	
 <p>CORROSIVE A corrosive material may be defined as something that destroys other materials by chemical reaction. When in contact with human tissue, these substances may burn and destroy. At greatest risk are skin, eyes, the lungs and stomach.</p>	 <p>FLAMMABLE These substances are known to catch fire easily and may have the ability to self ignite when exposed to air or water. For example diesel, propane, some aerosol sprays, certain glues and so on.</p>
 <p>HAZARDOUS TO THE ENVIRONMENT These substances are extremely harmful to the environment, including aquatic life. They can be harmful in small amounts, including when they are found in wastewater that enters natural ecosystems.</p>	 <p>ACUTE TOXICITY These substances are extremely dangerous to health when touched, inhaled or swallowed, even in very small amounts. Usually the harm is caused very quickly, such as acid burning the skin or inhaling a chemical causing someone to faint.</p>
 <p>EXPLOSIVE These substances could cause an explosion due to a temperature change, pressure or shock. For example, if something containing this substance falls onto a concrete floor, it could explode. Or it might explode if the temperature becomes too high or too low.</p>	 <p>OXIDISING These substances can react dangerously with other chemicals. These reactions can include fire and explosions. Sometimes they make a fire more intense and more dangerous. You would need to refer to the datasheet and/or manufacturer's instructions to learn about which chemicals a substance may react with.</p>
 <p>HEALTH HAZARD This symbol is used to indicate a range of potential hazards to human health. These could include skin or eye irritation, dizziness, drowsiness and so on.</p>	 <p>GAS UNDER PRESSURE This symbol indicates that an item contains a gas under pressure. If the gas is released it could cause explosions, fire, pollution, injury, illness or death. For example, oxygen bottles and propane containers.</p>
 <p>SERIOUS HEALTH HAZARD This symbol represents serious threats to human health that may be long term or permanent. It means that the substance may cause organ damage, affect fertility or even death.</p>	



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Cleaning Chemicals



In all areas, businesses and households, we have come to rely on chemical products to maintain and improve quality of life, particularly when it comes to delivering high standards of hygiene.

The issues of using cleaning chemicals are as follows:

- Chemical products have environmental implications throughout their life cycle – i.e. from their design and development, through the raw materials used in their manufacture and for packaging, in transportation, in use (when the chemical performs its job) and finally in disposal and recycling. In high concentrations, or if used in combination, some chemical cleaning products are potentially hazardous to human health and/or the environment.
- Many chemicals used for cleaning or other uses eventually find their way into the environment either in waste water effluent through drains or with solid waste to landfill or incineration.
- Even cleaning products that are based on natural ingredients can have direct or indirect environmental implications which need to be considered. For example, palm oil is a natural and key ingredient of soap, beauty products and foodstuffs, however growing the crop in tropical areas such as Malaysia and Indonesia involves clearing natural rainforest to make way for palm oil plantations.

There are many benefits of minimising the use of chemicals.

- Significant cost savings can be achieved by eliminating non-essential products, using products at the correct frequency and concentrations, buying in bulk or in concentrated form and using refillable containers to reduce waste disposal costs. Many of us use more chemicals than necessary to meet hygiene requirements, especially since Covid-19 and the extra procedures that were in place to make sure that we provided a safe and clean space for all our guests to feel safe and comfortable to enjoy their vacation. Excessive use of chemicals can also result from non-existent or poor dosing equipment, poor staff training and technical factors such as low temperatures or an improper water pressure.
- By minimising the use of chemicals or using less hazardous products which prevent or minimise skin contact, we also minimise the health and safety risks.
- Using products with minimal packaging can help reduce pressure on landfill sites and reduce any chemical run-off that can occur from such sites. Where possible, products must be selected with minimal packaging that has been or can be recycled and is not hazardous to the environment.

The key to using any chemical product is careful and informed selection, efficient use and safe disposal. Basically, if we are using 10% more product than necessary, we are adding 10% to every other impact in the life cycle and 10% to our costs. In order to ensure that we use chemical cleaning products in the most environmentally responsible way, we should ensure that the product is necessary and the right one for the



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job, that it causes minimal adverse environmental impacts, the optimum doses are used and that the products are stored, labelled, used, handled and disposed of in accordance with local standards and regulations.

Purchasing and Supply Chains

The process of purchasing products or services is no longer as simple as deciding which product is 'fit for purpose' and deciding on issues such as quality, effectiveness, value for money, design and product lifespan. In today's decisions, these criteria are as important as ever, but the process is now complicated by the fact that because the environmental and socio-economic issues feature more and more in our lives, we have a moral obligation to factor them into our decisions about what we buy.

Hotels everywhere rely on suppliers of goods and services in order to satisfy the needs and desires of their guests. The process involves millions of individuals and businesses all acting as links in a 'chain' to provide their customers with what they need, the ultimate customer being the end user. The introduction of responsible purchasing practices into the supply chain is known as sustainable supply chain management (SSCM).

As a Hotel providing accommodation, we ourselves are a link in the overall tourism supply chain. This chain includes advertising, sales and marketing, excursions, attractions, food and beverage catering to name a few. By introducing a responsible purchasing strategy, we have discovered numerous benefits such as:

- The potential for lower operating costs through more efficient use of energy and water resources.
- Reducing risk by avoiding suppliers with a doubtful track record on environmental and social issues.
- We have formed better relationships with our suppliers due to continued loyalty and service.
- Being part of Louis Hotels, we have increased security of supply of good and services through the ability to negotiate long term contracts and a better negotiating power.
- Being eligible for Travelife and aiming for and maintaining our Gold Certificate, allowing guests to feel they have chosen a reputable hotel for being environmentally responsible.
- It has helped enhance our reputation and improved customer loyalty which can create a market advantage for new and repeat business.

❖ The Key principles that we laid out to follow in order to continue practicing more supply chain management are as follows:

- Reduce consumption and only buy what we need.
- Source products and services locally wherever possible to encourage local businesses, create 'authenticity' and cut down on energy used for transport and distribution.
- Purchase products with less environmental impact in their manufacture, use and disposal.
- Buy products in bulk to reduce the amount of packaging.
- Consult and assess our suppliers and be clear with them about what our aims are.



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If a supplier does not meet our criteria, we can ask whether they can supply an alternative product or modify their service at a similar cost.

Refurbishments and Landscaping



Infinity Blu went through a complete renovation in 2016-2017 but every year the building and its components must be maintained and kept in good condition. This can involve redecoration, changing lighting and services, or even more radically, building extensions or refurbishing whole floors and upgrading major items of plant. Refurbishments of any sort present an excellent opportunity to increase energy-efficiency as well as introduce other environmental improvements.

When choosing materials, products and equipment, environmental criteria should be given equal consideration alongside issues such as appearance and performance. The cost of choosing an energy-efficient or environmentally preferable option, is often marginal, while benefits of doing so will accrue over many years.

❖ **In our attempt to commission a more sustainable refurbishment programme, we have come up with the following objectives:**

Key steps for commissioning a more sustainable refurbishment programme

APPOINT TEAM

Appoint the whole team as early as possible so that feasibility studies can benefit from a multi-disciplinary input

BRIEF TEAM

Brief the team about the importance we attach to energy-efficient design and operation

AGREE TARGETS

Agree on energy and environmental performance targets

MONITOR TARGETS

Ask for evidence that the agreed performance targets will be met in practice as the design is developed

APPROPRIATE BUILDING SERVICES

Ensure that the building services are designed to be managed and monitored effectively

QUALITY CONTROL

Ensure that quality control is maintained during construction so that the potential of the design is realised on site

COMMISSIONING

Obtain evidence that the building services are fully and correctly commissioned on handover

KEEP RECORDS

Ensure that we are given all drawings, operating instructions and maintenance schedules for our records

QUALIFIED, TRAINED STAFF

The manager and staff should be appropriately qualified to manage the building, and given training in the use of newly installed systems



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❖ Building Materials and Products

Most often when refurbishing hotels, large quantities of a variety of materials are required which create waste. Because of this, any refurbishment programme should take into account the origin and environmental impact of all materials.

All materials and products incorporated into the refurbishment have to be extracted, transported for processing and/or manufacture and brought to our location. All these actions have environmental life cycle impacts therefore when choosing all building products, we must try to select those that offer the best ratio between high performance in use and low embodied energy.

Selecting materials from local sources will reduce transport requirements and selecting materials with the minimum of processing will help to minimise environmental impact.

During any demolition phase, unwanted materials should be kept separate from one another rather than mixed together. Keeping them sorted will facilitate re-use and/or recycling and reduce the quantity of unsuitable construction waste that has to be disposed of in landfill.



❖ External Grounds

A well-planned landscape, including the hotel's grounds and gardens can provide a useful and valuable amenity which can help to attract guests and ensure that their arrival is a pleasant experience. It can also provide simple leisure facilities for guests such as paths for walking and jogging. It also creates the opportunity to grow vegetables, fruit and herbs for use in the Kitchen and cut flowers for public areas.

With the board walk having been extended in front of the hotel and around the beach, we made every effort to maintain our mature palm trees, hedges and meadows but unfortunately, we were forced to cut down our very mature cactus and two palm trees. The palm trees were planted elsewhere but unfortunately did not survive. Our intention is for every tree that is cut down, one new one must be planted.

❖ The following considerations should be taken into account when planting:

- Natural hedgerows are environmentally preferable to fencing in almost all cases as they provide a habitat and source of food for birds or other wildlife. Once established, they need little maintenance to keep them tidy and they provide protection from intruders.
- Careful attention to planting can, when integrated into a building design project, help to provide natural protection from the elements. For example, trees and shrubs can be used to shield the building or guests from prevailing winds or provide shade from excessive sunshine.
- Local species of trees, shrubs and wildflowers which are well adapted to our local climate and soil conditions generally grow better than imported ones and support much more wildlife.
- Grass lawns require constant attention and are best limited to the areas adjacent to the building or bordering pathways.
- Plants and shrubs should be chosen to give year-round colour and interest, despite being open only 7 months of the year.



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- Choose plants giving careful thought to their water requirements and install automatic irrigation systems if possible. Preferably, irrigation should take place at night so that less water is lost in evaporation.



Wider Responsibilities

Adopted by the United Nations in 1999, The World Tourism Organisation's Global Code of Ethics for Tourism provided a foundation on which those involved could build a more environmentally sustainable, economically and socially responsible tourism industry. The code drew on past industry codes and international declarations with the aim of helping to minimise negative impacts of tourism on the environment and on cultural heritage, whilst maximising the benefits for residents of tourism destinations.

As a member of the tourism industry, we aim to apply the principles of the code into our philosophy and practice in order to operate in a more responsible way.

Our first step was to develop several policies which express our commitment to doing business in an honest, open and fair way and our concerns for environmental, socio-economic, human rights, cultural and wildlife conservation issues. These can be found on our website.

The following outline ways which we considered could bring a more ethical dimension to the operation of our business:

❖ **Purchasing and Suppliers**

- Manage our supply chain and buy from responsible suppliers who treat employees fairly and have a regard for the environment.
- Give priority to products that are ethically-sourced, fair trade, biodegradable or recyclable and that have minimal packaging.

❖ **Community Engagement**

- We must be aware of the laws and regulations in our local community and also nationally and obtain any necessary permits.
- Always involve the community when it comes to recognising our establishment or expanding the business.
- Wherever possible we must employ local staff and contract local businesses for supplies and services.
- Encourage our guests to buy locally-made handcrafts and products and promote the villages within Cyprus.
- Develop long term partnerships with local operators, businesses, and suppliers.
- For evening entertainment, we make sure to bring in young local musicians.



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❖ Cultural Heritage and Historic Sites

- We must ask our guests to respect the culture and customs of the people in the communities they visit.
- Make our guests aware of local customs and traditions before visiting some destinations and ask them to respect sites with religious, archaeological and cultural significance.
- As a member of Louis Hotels, we implement the concept of Cyprus Breakfast offering the guests and authentic Cypriot cuisine and at the same time supporting the local community.

❖ Staff Awareness & Guest Awareness

- We must ensure our staff and guests, as well as collaborators, are familiar with our policies and programmes and that they understand the importance of business ethics.
- We must train our staff to be safe and to be ethically, environmentally and culturally aware.
- We must evaluate our staff's performance and give them constructive feedback which will help their personal development.
- We must recommend and provide information to our guests about the place they are visiting and suggest local tours, experiences and food.
- Guests are informed of Nearby Interests including beaches, local wildlife, nature trails, diving and snorkelling spots, monuments, lakes and waterfalls and historical sites.
- We must inform guests and staff about appropriate dress and behaviour codes so they do not unwittingly cause offence, for example the dress code in local churches.
- Encourage guests to buy products made by local people.

❖ Safety

- We must ensure that all our staff are aware of relevant health and safety regulations within the hotel.
- We must provide a safe space for all our guests and staff and act quickly on any areas that need improvement.

❖ Child Protection

- Even though Infinity Blu is an Adult's Only Hotel (17 years and over), a Policy for Child Protection has been created for all staff, guests and external collaborators
- Staff training for Child Protection must be provided so that our staff can identify situations which may be inappropriate towards children and/or are put in vulnerable situations.



INFINITY BLU – Designed for Adults

Human & Labour Rights



Human rights underpin everything we do, from the way staff are treated, their working conditions, to how guests are treated, the supply chain and how goods and services for the hotel are produced, the communities where the hotel is based and the way a hotel or hotel business is run.

The following list details some key areas where human rights issues are prevalent for our hotel business and those within the Hotel business who may be responsible for managing the relevant function. With each key point on the list, we show how we demonstrate our progress in supporting labour and human rights or our initiatives to support these issues.

❖ Workers' rights - General Manager

- Transparent contracts (in language worker understands) – all staff are provided with a contract showing their terms of employment.
- Fair & equal pay – all staff salaries follow the collective agreement for the Hotel Industry. There is no discrepancy between male and female staff salaries, or local and foreign staff within the same department. All salaries are based on experience and expertise.
- Holiday entitlement & rest – all staff are given the option to either take their holiday entitlement or as the hotel is only seasonal, they will be compensated the equivalent financially at the end of the season.
- Fair treatment (e.g. bullying & harassment)
- Discrimination (e.g. sex, race, colour, sexual orientation)
- Freedom of speech
- Worker / management dialogue

Any unfair treatment or discrimination is not tolerated within the hotel whether that be between staff or between guests and staff. Here we aim to establish a progress report for all staff that can be completed anonymously or by name to assess the workers environment. Staff should feel comfortable to express themselves in a safe environment and to approach the department heads or manager without hesitation. This report will be delivered by the manager and will be collected in a box anonymously without anyone having access to the reports or being able to read other reports.

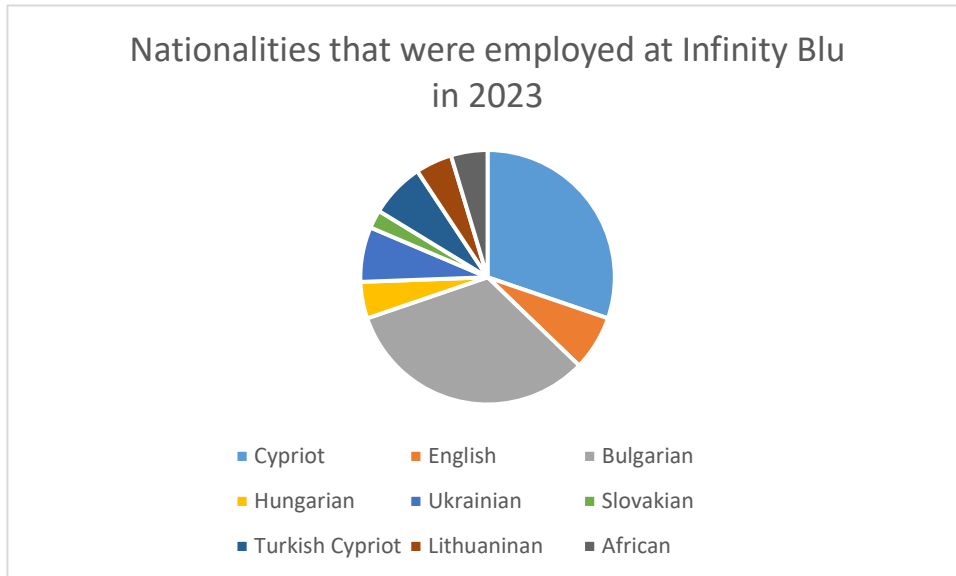
- Maternity – all women on maternity leave, will be entitled to everything stated by the law.
- Health & safety – all staff will undergo relevant training for health & safety whether this applies to handling chemicals, emergency evacuation procedures, first aid or lifeguarding depending on their roles within the hotel.



INFINITY BLU – Designed for Adults

- Training and development opportunities – if any seminars are available that are relevant to the business and could further educate our staff, applications can be made to the management and will either be accepted or declined accordingly. Training is also available for internships during the season.

Figure 3 – Nationalities that were employed at Infinity Blu in 2023.



On the left we have created a chart (Figure 3) which shows all nationalities which were employed by Infinity Blu at some point in 2023. The majority of nationalities show employees are mainly from the EU but there are a few which are from non EU countries. The chart also shows that we employ a big majority of our staff from Cyprus and try to promote the local community as much as possible.

From the number of staff currently employed, the table in Figure 4 on the right shows how the staff is divided by gender and the table in Figure 5, shows gender according to the department within the hotel.

Figure 4 – Gender of employees by Department in 2023

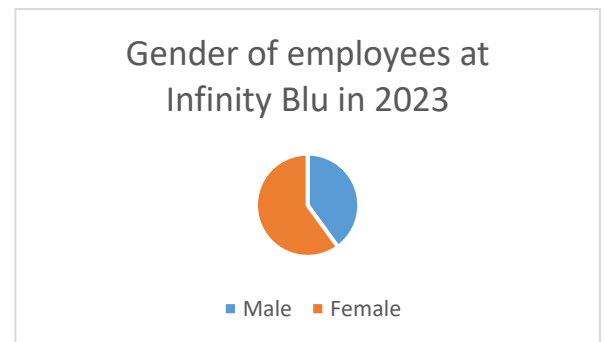
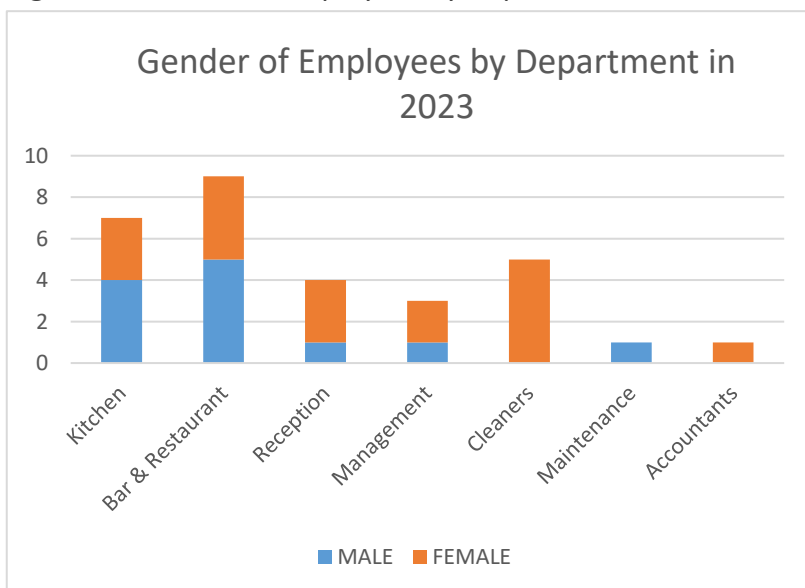



Figure 5 – Gender of Employees in 2023



INFINITY BLU – Designed for Adults

Sustainability Action Plan

Property name		Plan period start	Plan period end
INFINITY BLU		1st January 2024	31st December 2024
Plan coordinator		Job title/designation	
Sonia Tsissiou		General Manager	
SENIOR MANAGER APPROVAL OF COMPLETED PLAN			
Signature		First and last name	
		Sonia Tsissiou	
		Job title	Date of approval
		General Manager	29/07/2024

SUSTAINABILITY GOALS			
Greenhouse gas emissions goal 1 - Electricity			Deadline
To reduce our greenhouse gas emissions from energy by 25%.			31st December 2028
Actions/Activities			
1.	Introduce more in-house seminars for the hotel employees in regards to environmental practices	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
2.	Continuous reminder and supervise the employees to minimize energy usage where possible by turning off appliances, lights etc. when not in use	Deadline	ONGOING
		Coordinator	Sonia Tsissiou, Head of Departments
		Title/designation	General Manager, Head of Departments
3.	Check that door sensors work accordingly to turn off air-conditioning and maintain correct air-conditioning temperatures	Deadline	George Eleftheriou
		Coordinator	Chief Technician
		Title/designation	ONGOING
4.	Consider more energy-efficient (A+) equipment purchasing every time something needs to be replaced	Deadline	
		Coordinator	
		Title/designation	General Manager



INFINITY BLU – Designed for Adults

5.	Supervise personnel to start equipment at the right time – not earlier	Deadline	ONGOING
		Coordinator	Head of Departments
		Title/designation	Head of Departments
6.	Purchase and Installation of Photovoltaics (1 st stage) – 20 KWh	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
7.	Purchase and Installation of Photovoltaics (2 nd stage) – 30 KWh	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
8.	Preparation of a study to save energy by purchasing and installing heat pumps in order to minimize or eliminate the use of fuel.	Deadline	31st December 2028
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
9.	Preparation of a study to save energy by purchasing, installing and/or replacing more efficient equipment in order to reduce energy consumption e.g aircon units from split units to VRV, fridges etc.	Deadline	31st December 2028
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
10.	Installation of black out blinds in the restaurant in order to minimize sunlight and thermal energy which in turn needs stronger AC ventilation to cool the area	Deadline	31st December 2026
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager

Greenhouse gas emissions goal 2 – LPG		Deadline	
To reduce our greenhouse gas emissions from energy by 5%.		31st December 2028	
Actions/Activities			
1.	Turn on the equipment at the right time, not before the work has started	Deadline	31st December 2024
		Coordinator	Andreas Ilia
		Title/designation	Executive Chef
2.	Carry out inspections for the correct operation of gas leak sensors	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
3.	Carry out frequent inspections for gas leakage from gas cylinders, pipes and equipment	Deadline	31st December 2024
		Coordinator	George Eleftheriou
		Title/designation	Chief Technician



INFINITY BLU – Designed for Adults

4.	Secure all gas cylinders used for beer and soft drinks to prevent them from falling which may cause rapid release of compressed gas, damage to the tanks and manual handling injuries and waste of hazardous materials into the atmosphere.	Deadline	31st December 2025
		Coordinator	George Eleftheriou
		Title/designation	Chief Technician

Greenhouse gas emissions goal 3 – Solid Waste		Deadline	
To reduce our greenhouse gas emissions from waste by 20%.		31st December 2026	
Actions/Activities			
1.	Staff training on collection, separation and recycling issues	Deadline	ONGOING
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
2.	Go digital – read, send and store digital documents. Only necessary documents to be printed and if needed to print back & front to save paper	Deadline	ONGOING
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
3.	Consultation with the Head Offices -Purchasing Department and our suppliers to purchase products in bulk instead of in small packages to reduce packaging waste	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
4.	Better food and beverage planning in the buffet according to the occupancy of the hotel and cook in small portions in live cooking. <ul style="list-style-type: none"> Anything left over from the buffet is consumed by the staff reducing waste. 	Deadline	31st December 2024
		Coordinator	Andreas Ilia
		Title/designation	Chef
5.	Separation of the organic waste and either compost them or cooperation to collect them by an authorised collector organization	Deadline	31st December 2026
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
6.	Train the staff in regards to circular economy and the concept of reduce-recover-reuse-recycle	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager



INFINITY BLU – Designed for Adults

Single use Plastics goal 1		Deadline	
To reduce our single-use plastic purchasing by 60%.		31st December 2026	
Actions/Activities			
1.	Carry out an audit of which departments are ordering single-use plastics and the reason for their use	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
2.	Following above audit, develop proposal including cost estimates for eliminating these items or replacing them with a better alternative.	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
3.	Implement new single-use plastic purchasing policy containing all approved changes from the above proposal.	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
4.	Elimination of single-use plastics in the bar such as: <ul style="list-style-type: none"> All Bottled water 1,5 L and 0.5 L. to be replaced with refillable containers from water dispensers Cold beverage cups. Purchasing and usage of multiuse beverage cups (polycarbonate) 	Deadline	31st December 2026
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
5.	Elimination of single-use plastics on the buffet such as: <ul style="list-style-type: none"> Single butter portions One use food containers for desserts All items must be replaced by refillable and reusable solutions	Deadline	31st December 2026
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager



INFINITY BLU – Designed for Adults

Biodiversity goal 1		Deadline	
		31st December 2025	
Actions/Activities			
1.	To join local conservation organisations to support projects that protect endangered species or rehabilitate natural areas.	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
2.	Preserve and enhance local ecosystems by maintaining natural habitats within hotel premises and surrounding areas such as Cape Greco National Forest Park	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
3.	Educate guests and staff about local biodiversity and the responsible actions they can take to protect it	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
4.	Reduce plastic waste to prevent marine pollution which poses a threat to wildlife such as fish, turtles and seabirds in Protaras	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager

Water goal 1		Deadline	
To reduce our mains water consumption by 10%		31st December 2025	
Actions/Activities			
1.	Install and control water flow filters in all sinks, showers etc	Deadline	31st December 2025
		Coordinator	George Eleftheriou
		Title/designation	Chief Technician
2.	On going check for leaks – visual check e.g., from maids in the rooms	Deadline	ONGOING
		Coordinator	Housekeeper
		Title/designation	Chief Technician
3.	Inform customers on ways to save water	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
4.	Retrain all housekeeping staff on the current towel reuse program and ensure this is included in inductions for all new and temporary personnel.	Deadline	31st December 2024
		Coordinator	Toulla Leonidou
		Title/designation	Housekeeper



INFINITY BLU – Designed for Adults

5.	Stop using main water for irrigation. Connection for water supply for irrigation by the Paralimni Deryneia Sewerage Board.	Deadline	31st December 2026
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
6.	Planting domestic ornamental plants and trees that need little water.	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
7.	Watering the gardens late at night so that the sun does not absorb the moisture therefore needing more water.	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
8.	Daily monitor and record of water meter to identify any leaks so that they are dealt with quickly to avoid wasted water.	Deadline	31st December 2024
		Coordinator	George Eleftheriou
		Title/designation	Chief Technician

Community support activity 1		Deadline	
Engage in more community activities		31st December 2024	
Actions/Activities			
1.	Participate in the World tourism Day with an impactful initiative focused on combatting littering in Cyprus	Deadline	30th September 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
2.	Set up a committee of staff volunteers to organize a fundraising and volunteering event.	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
3.	Participate in tree planting activities	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
4.	Organise employee trips in local cultural places	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
5.	Implement Cyprus Themed dinners and Cyprus Local Breakfast	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
6.	Organization and/or participation in a blood donation event.	Deadline	31st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager



INFINITY BLU – Designed for Adults

7.	Create an application to make all guests aware of local experiences and attractions	Deadline	31st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager

OTHER ACTIVITIES, GOALS AND IMPROVEMENTS			
1.	Add the Responsible Guest Guide' to all key cards so that the guests can read by scanning the QR code and explain on check in.	Deadline	31st October 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
2.	Place equipment for chemicals that mixes the right dosage of chemical with water to ensure that the chemicals are not stronger than they should be and to minimise waste of chemicals.	Deadline	31 st October 2026
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
3.	Provide adequate training for all staff in the use of cleaning chemicals and that the products are stored, labelled, used and disposed of in accordance with local standards and regulations	Deadline	31 st October 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
4.	Provide adequate health and safety training in the workspace for employees	Deadline	31 st October 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
5.	Provide first aid training and training for the use of defibrillators for selected employees	Deadline	31 st October 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
6.	Despite being an adults only hotel, it is vital to provide training for staff for the protection of children	Deadline	31 st October 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
7.	Be clear with our suppliers about what our aims are and out progress by sending them our sustainability report	Deadline	31 st December 2025
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
8.	Establish a progress report for all staff that can be completed anonymously or by name to assess the workers environment.	Deadline	31 st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager
9.	Create an information guide for people with reduced mobility with regards to the hotel and our room accessibility and place on website	Deadline	31 st December 2024
		Coordinator	Sonia Tsissiou
		Title/designation	General Manager



INFINITY BLU – Designed for Adults

Measures Taken and Results

Figure 6 shows our performance report comparing our performance between the years 2023 and 2022 extracted from Travelife’s EPIT platform. The table shows the totals for each classification for the years 2022 and 2023 and also then calculates per guest night to also have a better understanding of each value.

Benchmark Report

Current Period : January-2023 to December-2023

Previous Year Period : January-2022 to December-2022

Benchmark Period : January-2023 to December-2023

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total
Summary	Total energy (kWh)	417,737.99	399,772.02	4.49	417,737.99
	Total water consumption (m ³)	3,734.80	4,576.00	-18.38	3,734.80
	Total solid waste (kg)	177,082.00	174,210.00	1.65	177,082.00
	Total Emissions (kg CO ₂ e)	322,340.86	328,379.12	-1.84	322,340.86
	Total Net Emissions (kg CO ₂ e)	0.00	0.00	0.00	0.00
	Actual Guest Nights	19,555.00	18,324.00	6.72	19,555.00
	Ave. emissions per guest night (kg CO ₂ e)	16.48	17.92	-8.04	16.48
	Ave. emissions per m ² GFA (kg CO ₂ e)	7.18	7.32	-1.91	7.18
	Scope 1 emissions kg CO ₂ e	28,191.84	25,526.37	10.44	28,191.84
	Scope 2 emissions kg CO ₂ e	202,110.01	200,793.19	0.66	202,110.01
	Scope 3 emissions kg CO ₂ e	92,039.02	102,059.55	-9.82	92,039.02
	Environmentally hazardous substances (kg)	287.27	216.95	32.41	287.27
	Environmentally hazardous substances (l)	4,350.00	4,680.00	-7.05	4,350.00
	High emission food purchased (kg)	13,456.60	16,022.70	-16.02	13,456.60
	High emission food purchased (l)	8,316.96	7,927.78	4.91	8,316.96
	Single Use Plastics items purchased	170,495.00	212,094.00	-19.61	170,495.00
	Energy	Mains electricity and Gas (kWh)	297,835.00	291,305.00	2.24
Mains Electricity (kg CO ₂ e)		202,110.00	200,793.19	0.66	202,110.00
Fuels measured by weight (kWh)		0.00	0.00	0.00	0.00
Fuels measured by weight (kg CO ₂ e)		0.00	0.00	0.00	0.00
Fuels measured by liquid (kWh)		119,902.99	108,467.02	10.54	119,902.99
Fuels measured by liquid (kg CO ₂ e)		28,191.84	25,526.37	10.44	28,191.84
Total Kilowatt Hours (kWh)		417,737.99	399,772.02	4.49	417,737.99
Ave kWh Per Guest Night		21.36	21.82	-2.11	21.36
Total Energy Emissions (kg CO ₂ e)		230,301.84	226,319.56	1.76	230,301.84



INFINITY BLU – Designed for Adults

Benchmark Report

Current Period : January-2023 to December-2023

Previous Year Period : January-2022 to December-2022

Benchmark Period : January-2023 to December-2023

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total
Water	Mains Water (m ³)	3,734.80	4,576.00	-18.38	3,734.80
	Ave. consumption per guest night (m ³)	0.19	0.25	-24.00	0.19
	Water sourced directly (m ³)	0.00	0.00	0.00	0.00
	Mains Water (kg CO ₂ e)	556.49	681.82	-18.38	556.49
	Wastewater (m ³)	0.00	0.00	0.00	0.00
	Wastewater (kg CO ₂ e)	0.00	0.00	0.00	0.00
	Total Water Emissions (kg CO ₂ e)	556.49	681.82	-18.38	556.49
	Waste	Composted (Kg CO ₂ e)	0.00	0.00	0.00
Incinerated (Kg CO ₂ e)		0.00	0.00	0.00	0.00
Landfill (Kg CO ₂ e)		90,795.95	101,102.40	-10.19	90,795.95
Recycled Waste Emissions (kg CO ₂ e)		686.58	275.33	149.37	686.58
Unknown disposal method (kg CO ₂ e)		0.00	0.00	0.00	0.00
General construction waste (any disposal method) (Kg CO ₂ e)		0.00	0.00	0.00	0.00
Total Solid Waste emissions (Kg CO ₂ e)		91,482.53	101,377.73	-9.76	91,482.53
Procurement		Environmentally hazardous substances (l)	4,350.00	4,680.00	-7.05
	Environmentally hazardous substances (kg)	287.27	216.95	32.41	287.27
	Single Use Plastics (No. of items)	170,495.00	212,094.00	-19.61	170,495.00
	Total Meat (kg)	9,145.26	8,698.75	5.13	9,145.26
	Total Dairy (l)	8,316.96	7,927.78	4.91	8,316.96
	Total Dairy (kg)	2,785.61	5,627.35	-50.50	2,785.61
	Total Fish (kg)	1,525.73	1,696.60	-10.07	1,525.73



INFINITY BLU – Designed for Adults

Actions Taken for Electricity Management

- All energy sources: electricity, gas and fuel are monitored monthly and measured in kWh per guest night.
- All bulbs within the hotel were changed to LED
- Solar panels were being used to power the pool during the day
- Magnets placed on doors and windows in rooms to cut off electricity when doors/windows are open
- Key Card to connect room electricity so all electrics are switched off when room is vacant apart from the refrigerator
- Leaflets in all guests rooms have been placed to create guest awareness in the attempt to have them participate in the reduction of energy consumption.
- Records kept of our monthly occupancy figures to calculate the energy consumption used by guest night for comparative purposes and for setting and measuring targets.
- All staff have been made aware of our attempts to minimise energy consumption and have a key role in our energy conservation.
- Staff are encouraged to discuss new suggestions and ideas to the sustainability team involving their respective departments.

Actions taken for good management practices in fuel handling and storage

- Minimise the risk of fire and explosions
- Daily monitoring and recording of fuel consumption levels to detect any abnormal values which could detect a leak.
- Petrol for the lawn mowers is bought in very small quantities enough to power the lawn mowers for the day and not be stored to avoid any spillages from the mowers or to fuel fires in the case of an explosion.
- Procedure for leakage of fuel has been outlined and relayed to all staff members and also visible in relevant areas.
- If a tank or any piping needs replacing, the new installation should meet the latest regulations.

In our attempt to reduce the risks of LPG usage we have set out the following guidelines:

- Make sure that the supplier is a reputable supplier who is using gas cylinders that are designed and manufactured to an approved standard and comply to local regulations.
- All cylinders must be inspected before they are put into service and also examined on a daily basis to ensure that they remain safe while in service.



INFINITY BLU – Designed for Adults

- Any staff and/or external collaborators who examines, refurbishes, fills or uses a gas cylinder should be suitably trained and have the necessary skills to carry out their job safely. They should also understand the risks associated with the gas cylinder and its contents.
- Users and maintenance should be able to carry out an external visual inspection of the gas cylinders and any attachments such as valves and regulators to determine whether they are damaged. Visible indicators may include dents, bulges, evidence of fire damage and severe grinding marks
- Valves should only be removed by trained personnel using procedures that ensure that either the cylinder does not contain any pressure or that the valve is captured during the removal process.
- The gas cylinders should be restrained securely in a vertical position to prevent them from falling over.
- When the gas cylinders are not in use, the valve must be closed.
- Gas detector must be serviced annually by a certified company and records/certificates must be kept.
- When purchasing gas, we should only purchase sufficient quantities of gas to cover our short term needs and avoid storing gas for excessive periods of time during our closed period.
- Daily monitoring and recording of LPG cylinders to record usage on a daily basis and also to quickly detect any leaks that may occur either through the unusual usage of gas or by the smell.
- Procedure for leakage of gas has been outlined and relayed to all staff members and also visible in relevant areas.

Results of Energy Consumption

The results from the report in Figure 6 show an increase for all energy sources which is expected as there is an increase in occupancy of 6.72% from 2022 to 2023. If we breakdown each source per guest night the results can be seen below.

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	This Year Total PGN	Last Year Total PGN
Energy	Mains electricity and Gas (kWh)	297,835.00	291,305.00	2.24	297,835.00	15.231	15.897
	Mains Electricity (kg CO ₂ e)	202,110.00	200,793.19	0.66	202,110.00	10.335	10.958
	Fuels measured by weight (kWh)	0.00	0.00	0.00	0.00	0.000	0.000
	Fuels measured by weight (kg CO ₂ e)	0.00	0.00	0.00	0.00	0.000	0.000
	Fuels measured by liquid (kWh)	119,902.99	108,467.02	10.54	119,902.99	6.132	5.919
	Fuels measured by liquid (kg CO ₂ e)	28,191.84	25,526.37	10.44	28,191.84	1.442	1.393
	Total Kilowatt Hours (kWh)	417,737.99	399,772.02	4.49	417,737.99	21.362	21.817
	Ave kWh Per Guest Night	21.36	21.82	-2.11	21.36		
	Total Energy Emissions (kg CO ₂ e)	230,301.84	226,319.56	1.76	230,301.84	11.777	12.351

Here we can clearly see a decrease in all sources per guest night apart from fuel. The total energy emissions (kg CO₂e) shows an increase of 1.76% but when calculated per guest night, there is actually a decrease of 0.57 kg CO₂e per guest night which is a meaningful change in one year. With the introduction of photovoltaics in



INFINITY BLU – Designed for Adults

2024 for stage 1 and 2025 for stage 2 along with other actions, we are confident that this percentage will be more significant and we hope to reach our target for 2028.

Actions Taken for water Conservation

- Daily monitor and record of water meter to identify any leaks so that they are dealt with quickly to avoid wasted water.
- Monitor results continuously, report on progress and take corrective action as necessary.
- Flow restrictors have been placed in all guests' sinks and showers to reduce the amount of water being used without affecting their experience and expectations.
- Leaflets in all guest rooms have been placed to create guest awareness in the attempt to have them participate in the reduction of water consumption.
- Guests are asked to participate in our attempts to conserve water by changing their beach and bath towels every 3 days and linen are also changed every 3 days.
- All staff have been made aware of our attempts to minimise water consumption and have a key role in our efforts to conserve water.
- Regular inspections of taps, showers, toilet mechanisms, pipe joints to detect any leaks as early as possible and repair them immediately.
- Staff are encouraged to discuss new suggestions and ideas to the sustainability team involving their respective departments.
- Records kept of our monthly occupancy figures to calculate the water used by guest night for comparative purposes and for setting and measuring targets.
- Watering the gardens late at night so that the sun does not absorb the moisture therefore needing more water.

Actions Taken to ensure high water quality

- Microbiological pool water analysis is carried out on a monthly basis
- Chemical water analysis is carried out once a year
- PH and other parameters are being checked daily in the swimming pool and are regulated manually in accordance with supplier instructions
- Microbiological analysis of potable water
- Legionella analysis of various points
- Water treatment carried out on a monthly basis



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Results of Water Conservation

The results of our water consumption from the year 2022 to 2023 shows that we have already surpassed our objectives of a 10% decrease by 2025 and thus in 2025 we should place new objectives. The results for the year 2023 as compared to 2022 show a decrease in the average consumption per guest night (m3) of 24%. This is a testament to the efforts and procedures we have implemented in the last years and hopefully with the introduction of filters in all taps to restrict water flow, we can set a higher objective. The table below also shows the results of our water consumption per guest night (PGN).

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	This Year Total PGN	Last Year Total PGN
Water	Mains Water (m ³)	3,734.80	4,576.00	-18.38	3,734.80	0.1910	0.2497
	Ave. consumption per guest night (m ³)	0.19	0.25	-24.00	0.19	0.0000	0.0000
	Water sourced directly (m ³)	0.00	0.00	0.00	0.00	0.0000	0.0000
	Mains Water (kg CO ₂ e)	556.49	681.82	-18.38	556.49	0.0285	0.0372
	Wastewater (m ³)	0.00	0.00	0.00	0.00	0.0000	0.0000
	Wastewater (kg CO ₂ e)	0.00	0.00	0.00	0.00	0.0000	0.0000
	Total Water Emissions (kg CO ₂ e)	556.49	681.82	-18.38	556.49	0.2751	0.3372

Actions Taken to improve our Waste Management

The first step in improving our waste management, was to calculate our total annual waste volume by multiplying the volume of our skips by the number of skips and the number of times the skip is removed each month. To make the results more accurate, we have also factored in the capacity of the waste in the bins when they are collected.

By calculating our estimated total annual waste by weight, we are able to have a starting figure against which to measure future reductions and also use as a benchmark to calculate the amount of waste created per guest night.

Actions Taken to Reduce, Reuse, Recover and Recycle Waste

- Waste is to be monitored daily and measured monthly per guest night.
- Check stock before making orders and only order and cook according to occupancy.
- Occupancy is clearly shown in the Kitchen department and Store room to prepare and order food accordingly.



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- Use food items with minimum waste and make sure to use before expiry date or before they are no longer suitable to use.
- On receiving stock, make sure to place new items behind existing stock to ensure proper food rotation
- Date leftovers and use them for staff food
- Try using all parts of each food fruit, vegetable, meat, fish either by making broth or smoothies or decoration
- Avoid purchasing of individual packaging, prefer catering size packaging.
- Elimination of plastic straws.
- The use of polycarbonate cups as opposed to one use disposable cups.
- The use of refillable containers for our toiletries, cleaners and several food items.
- Maximise the use of computers and email to reduce paper use and only print if necessary.
- print on both sides of paper to minimise waste of paper
- All paper is reused for notes and orders behind the bar and then recycled.
- reuse info leaflets placed in rooms as many times as possible until they can not be used any more due to tatteredness
- reuse key cards and key pockets as much as possible
- Worn towels and sheets are reused as cleaning cloths for the housekeeping and the Kitchen and Bar.
- Guests are asked to leave Recyclables by main door and the cleaners will separate them in recycling bins accordingly.
- Recyclable bins provided in public areas according to the waste generated.
- All departments are equipped with recycling bins according to the waste in their specific department.
- All staff are trained to use equipment efficiently and in turn reduce waste.
- All water is treated by the central sewerage plant.
- Frying Oils are recycled.
- Pool back wash is directed back to sewerage plant.
- Items recycled: Glass, Paper, Plastic, Electrical Domestic Appliances, Electronic Appliances, Batteries, Metals, Frying Oil, Lamps

Results of Waste Management

Our results show that our landfill waste (kg CO₂e) from 2022 to 2023 was reduced by a total of 10.19%. Our recycled waste emissions (kg CO₂e) in total increased from 2022 to 2023 by 149.37%. This is a large number due to the fact that in 2022 only glass and batteries were recycled on a regular basis and then in 2023 we were more vigilant in recycling paper and plastic. Our total solid waste emissions (kg CO₂e) saw a total decrease of 9.76% from 2022 to 2023. The results can also be seen per guest night (PGN) in the table below.



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Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	This Year Total PGN	Last Year Total PGN
Waste	Composted (Kg CO ₂ e)	0.00	0.00	0.00	0.00	0.0000	0.0000
	Incinerated (Kg CO ₂ e)	0.00	0.00	0.00	0.00	0.0000	0.0000
	Landfill (Kg CO ₂ e)	90,795.95	101,102.40	-10.19	90,795.95	4.6431	5.5175
	Recycled Waste Emissions (kg CO ₂ e)	686.58	275.33	149.37	686.58	0.0351	0.0150
	Unknown disposal method (kg CO ₂ e)	0.00	0.00	0.00	0.00	0.0000	0.0000
	General construction waste (any disposal method) (Kg CO ₂ e)	0.00	0.00	0.00	0.00	0.0000	0.0000
	Total Solid Waste emissions (Kg CO ₂ e)	91,482.53	101,377.73	-9.76	91,482.53	4.6782	5.5325

Actions Taken to have the most effective management of chemicals

- Identify and record the departments where hazardous materials are being used, what they are being used for and the reasons for their use.
- Assess the hazards associated with the product's use by collecting all MSDS. These are standardised documents that describe the known hazards associated with a material, indicating the safe handling procedures and recommended responses to accidents.
- Make sure we understand the full package of requirements and support from our suppliers. Eg, technical advice training, equipment and support materials.
- Identify opportunities for reducing the number of different chemical cleaning products and replacing them with simpler, cheaper and environmentally friendly preferable alternatives where possible.
- Review handling, storage, labelling and disposal procedures and make sure that the necessary information reaches the end user in their relevant department.
- Create a hazardous material manual covering the use, handling, storage and disposal of the chemicals.
- Make sure to continually update the manual if new chemicals or hazardous materials are purchased.

With regards to the storage of hazardous materials and chemicals:

- All chemicals should be stored in a cool place to avoid chemical reactions through excessive heat or direct sunlight.
- All chemicals should be 'secure' i.e. on strong, secure shelving, stacked in such a way so the containers will not fall over, and only accessible to those authorised to use them.
- They should not block any corridors, access, or exit points.
- Appropriate emergency equipment should be ready at hand, i.e. correct fire extinguishers, fire blankets and fire hose.



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- Any chemicals that may cause a chemical reaction or even an explosion if mixed together, should be isolated from each other.
 - All volatile chemicals such as chlorine, should be stored and secured correctly outside the building
 - All chemicals should be properly labelled.
- ❖ With regards to the use of chemicals and hazardous materials:
- Always ensure that any new chemical products we purchase meet the basic health and safety requirements for our property.
 - In general we should try and avoid all products marked 'Danger', 'Poison' or 'Warning'. If it is necessary to use a strong product to get the job done, the user must protect themselves by wearing gloves and goggles and be sure that the work area is well ventilated.
 - Protective gloves must be worn when using any cleaning products.
 - Never mix different chemical products and make sure that the staff are trained not to do so under any circumstances as this could pose a serious health and safety risk.
 - Always add chemical products to water and never water to the chemical product.
 - Natural alternatives may be appropriate for some cleaning applications (such as using vinegar and water to clean glass) but not where their use may compromise hygiene standards, such as in areas where food is prepared or displayed.
 - It is important to leave the product in contact with what is being cleaned for the necessary amount of time. If the recommended contact time is not respected, the cleaning result will be poor and a second cleaning will be required, doubling the chemical consumption.
 - All relevant staff should be trained in the handling, use storage and disposal of chemicals.
- ❖ With regards to the packaging and disposal of chemicals and hazardous materials:
- If possible we must choose products that are packaged in recyclable containers or can be supplied through refill systems.
 - Reuse chemical containers only when they are to be filled with the same product as cross contamination can be dangerous.
 - Ensure that appropriate disposal routes are chosen for all chemical products and make sure the staff using the products are aware of all the information.

Results of Environmentally Hazardous Substances

The results of our environmentally hazardous substances shows that while the total number of chemicals in litres has shown a decrease from 2022 to 2023, the environmentally hazardous substances that are weighed in kilos, has increased from 2022 to 2023. All chemicals that are measured in litres which are most cleaning products within the food and beverage department and housekeeping department was reduced by a total of 7.05% throughout the year. All environmentally hazard substances measured in kgs which are mainly pool



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chemicals, saw and increase of 32.41% in total for 2023. The table below also shows all our purchases for environmentally hazardous substances per guest night.

Section Name	Classification	This Year Total	Last Year Total	% change from last year	Benchmark Year Total	This Year Total PGN	This Year Total PGN
Procurement	Environmentally hazardous substances (l)	4,350.00	4,680.00	-7.05	4,350.00	0.2224	0.2554
	Environmentally hazardous substances (kg)	287.27	216.95	32.41	287.27	0.0147	0.0118
	Single Use Plastics (No. of items)	170,495.00	212,094.00	-19.61	170,495.00	8.7187	11.5747
	Total Meat (kg)	9,145.26	8,698.75	5.13	9,145.26	0.4677	0.4747
	Total Dairy (l)	8,316.96	7,927.78	4.91	8,316.96	0.4253	0.4326
	Total Dairy (kg)	2,785.61	5,627.35	-50.50	2,785.61	0.1425	0.3071
	Total Fish (kg)	1,525.73	1,696.60	-10.07	1,525.73	0.0780	0.0926

Actions taken to reduce Single Use Plastics

- All plastic straws were eliminated and replaced with paper straws
- All single use plastic cups for beverages were replaced with polycarbonate cups which are reusable
- All single use plastic spoons for ice creams were replaced with wooden spoons
- All single use plastic stirrers were completely eliminated

Results of Single Use Plastics

The results from the benchmark report show that from 2022 to 2023 with all the above actions, we managed to reduce the purchase of single use plastics by a total of 19.61%. This is a very positive result and shows that we are on a good path to reaching our objective of a 60% decrease by the end of 2026.



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Trainings and In-house Seminars

A/A	SEMINARS/ IN HOUSE TRAINING	2024 Staff Att.	Time	TOTAL HRS
1	TRAVELIFE	12	13 hours and 45 mins	165 hours
2	UNICARE (Chemicals)	8	1 hour	8 hours
3	SWIMMING POOL MAINTENANCE AND TECHNICAL INSTRUCTIONS	1	1hour	1 hour
4	IT ATTACK	1	5 mins	5 mins
5	SECURITY AWARENESS TRAINING	1	15 mins	15 mins
6	TECH SUPPORT SOCIAL ENGINEERING	1	3 mins	3 mins
7	I-STARS ENERGY MANAGEMENT COURSE	4	5 hours	20 hours
8	I-STARS DIGITAL UPSKILLING COURSE	4	5 hours	20 hours
9	I-STARS FOOD WASTE MANAGEMENT COURSE	4	5 hours	20 hours
10	I-STARS STAKEHOLDER ENGAGEMENT COURSE	4	5 hours	20 hours
11	I-STARS WATER MANAGEMENT COURSE	4	5 hours	20 hours
12	I-STARS WASTE MANAGEMENT COURSE	4	5 hours	20 hours
				Total 294.5



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Community Engagements

Our membership to the CSTI: Cyprus Sustainable Tourism Initiative



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Celebration of World Tourism Day with an impactful initiative focused in combatting littering in Cyprus.



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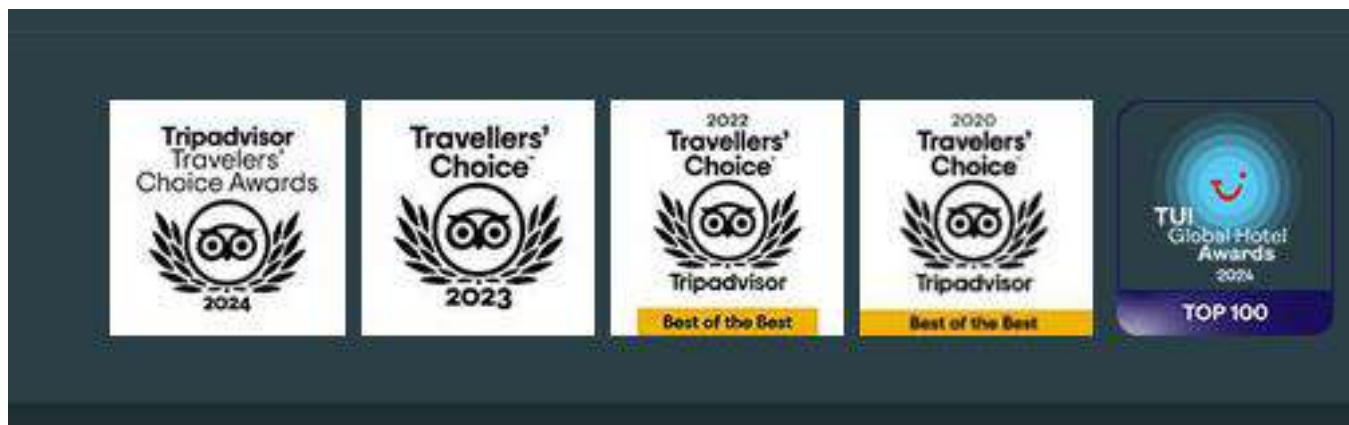
Hotel Guests' Assessment

Infinity Blu has a 90% guarantee contract with TUI UK so the majority of our guests are from the UK. In order to rate their overall experience, all guests are sent a questionnaire after they depart the hotel and we are able to obtain feedback from the results.

The results for 2024 so far are as follows:

INFINITY BLU TUI UK SCORES 2024						
	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
Number of returns	14	50	61	49	52	54
Accommodation Average	9.00	9.78	9.69	9.73	9.19	9.44
Last Month AO Score	9.68	9.48	9.78	9.69	9.73	9.19
Month on Month Diff.	-7.02%	3.16%	-0.92%	0.00%	-5.55%	3.00%
Hotel staff service	9.50	9.86	9.77	9.88	9.56	9.73
Hotel cleanliness	9.79	9.88	9.82	9.82	9.17	9.83
Hotel Room condition	9.79	9.80	9.80	9.73	8.67	9.67
Hotel Food and drinks	8.93	9.61	9.65	9.73	9.23	9.29
Hotel Daytime activities		7.18	8.18	7.36	6.38	5.43
Hotel Evening entertainment		6.33	8.22	6.04	5.19	5.00
Hotel pool and pool area	9.21	9.57	9.79	9.88	9.27	9.65
Hotel Wi-Fi	9.57	9.38	8.97	9.00	8.71	9.02
Respect for the environment	9.36	9.37	9.54	9.65	8.76	9.63
Accuracy of content description	8.79	9.49	9.64	9.67	8.96	9.45
Destination Target	8.75	8.53	8.53	8.53	8.53	8.53
Diff. To Target	0.25	1.25	1.16	1.20	0.66	0.91

Awards and Certifications



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We can confirm that all actions taken by Infinity Blu comply with Cyprus Law and European directives.

Yours Sincerely,



Sonia Tsissiou

General Manager

What is Travelife? Travelife is an international sustainability certification scheme for hotels and accommodations. They help to improve how each unit manages their environmental and social impacts, such as reducing energy or water consumption, and ensuring they support local people, businesses and culture.

The criteria also cover issues like human rights, child protection and employee welfare. Helping to ensure all hotels and accommodations operate fair practices and are working to protect their guests, employees and the local community where they operate.

Accommodations that prove they meet the Travelife sustainability criteria become certified and receive either a Travelife Gold Award or Travelife Award of Excellence

TRAVELIFE

Travelife 
Sustainability in tourism

