



ST GEORGE

BEACH HOTEL & SPA RESORT



PAPHOS - CYPRUS

Sustainability Report 2023



Executive Introduction

It is our pleasure to present to you the Travelife Sustainability Report for St. George Beach Hotel & Spa Resort. As a responsible accommodation provider, we recognize the importance of preserving the natural environment, supporting local communities, and promoting sustainable business practices.

The report provides an overview of our sustainability efforts in the past year, including initiatives related to energy and water conservation, waste reduction, and community engagement. We are proud to have achieved several sustainability certifications and awards, which demonstrate our commitment to responsible tourism.

At St. George Beach Hotel & Spa Resort, we strive to continuously improve our sustainability performance and integrate sustainability principles into our daily operations. This report serves as a transparent account of our progress and achievements, as well as our challenges and areas for improvement.

We believe that sustainable tourism is not only the responsible choice but also the key to creating long-term value for our business and the wider community. We hope that this report inspires our guests and stakeholders to join us in our sustainability journey and work together towards a more sustainable future for the tourism industry.



Business Introduction

St. George Beach Hotel & Spa Resort is a distinguished and esteemed establishment, situated on a pristine sandy and pebble beach in the beautiful city of Paphos, Cyprus. The hotel is housed in a modern 4-story building, excluding the ground floor and basement, offering stunning views of the Mediterranean Sea.

Located near the vibrant city center, our hotel offers a prime location for those seeking both seclusion and convenience. Guests can indulge in the serene atmosphere of our hotel or explore the bustling shopping center of Paphos, a mere 6 kilometers away.

We offer a range of luxurious and spacious guest rooms and suites, each exuding a sense of elegance and sophistication. Our Standard Inland View, Side Sea View, and Pool and Sea View rooms are generously sized at 23 m², accommodating up to three persons with ease. Our Family Suites and One Bedroom Suites offer additional amenities, including a whirlpool, a second bathroom with shower, a living room, and an espresso machine, to cater to the needs of discerning travelers.

All guest rooms and suites are equipped with standard amenities, such as hairdryers, direct dial telephones (extra charge), central air conditioning/heating (according to weather), tea & coffee making facilities, in-room safes (free of charge), furnished balconies/patios, Wi-Fi, bathrobes & slippers, mini-fridges, bottled water upon arrival, and satellite TV.

Our hotel is conveniently located just 21 kilometers from Paphos airport, making it easily accessible for guests from around the world. We take pride in providing personalized service and exceptional amenities to ensure our guests enjoy an unparalleled experience at St. George Beach Hotel & Spa Resort.

St. George Beach Hotel & Spa Resort also boasts a state-of-the-art wellness and spa center that provides a rejuvenating and relaxing experience for our guests. The center features a range of facilities, including an indoor heated pool, sauna, steam bath, and Jacuzzi. Our expertly trained staff offers an array of spa treatments, including massages, body wraps, and facials, using only the highest quality products. Our wellness and spa center provides a peaceful and serene environment, making it the perfect place to unwind and recharge after a busy day of sightseeing or business meetings.

In addition to our wellness and spa center, St. George Beach Hotel & Spa Resort also boasts an impressive selection of dining options. The Kionos Restaurant specializes in buffet dinners and live cooking featuring locally infused Mediterranean cuisine. The restaurant also features an A La Carte section for those seeking more sophisticated meals. Drops Casual Dining serves breakfast and lunch, with an open kitchen and buffet, and offers A La Carte options during lunch hours. Sunset Grill Restaurant, just steps away from the beach, offers a variety of meals inspired by Mediterranean cuisine for lunch.

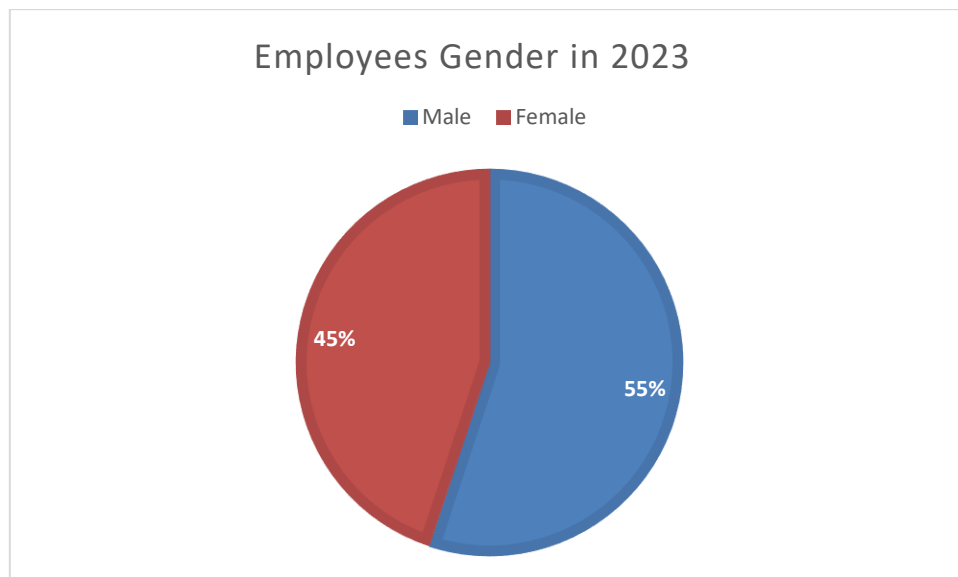


Our bars are equally impressive, with something to suit every taste. The Arcadia Lounge is open from 09:00 until 24:00 HRS, offering a range of cocktails, coffee, pastries, and snacks. Avakas Cocktail Bar is located on the ground floor next to the reception and is open from 18:00 – 01:00, serving delightful cocktails with live music. Aeolos Pool Bar is located next to the swimming pool and serves long cool drinks, freshly squeezed fruit juices, and light snacks from 10:00 until 18:00. Finally, the Ammos Beach Kiosk, located by the beach, is open from 10:00 until 24:00 HRS (during summer months) and 18:00 HRS (during Spring and Autumn) and offers a wide range of specialty coffees, cool drinks, cocktails, freshly squeezed juices, and snacks. Our guests can indulge in a variety of culinary delights while enjoying the stunning surroundings of our hotel.

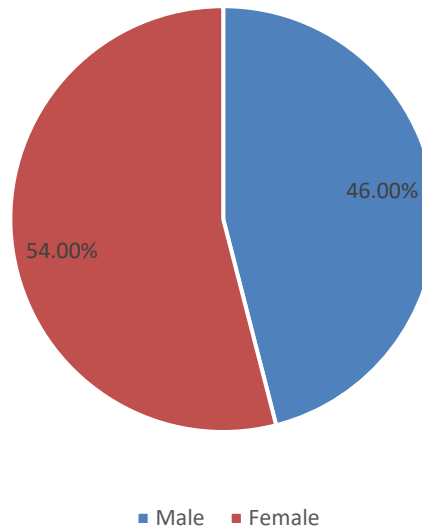
Employees

At St. George Beach Hotel & Spa Resort, we value equal opportunities in employment and strive to create a diverse and inclusive workplace. We are committed to ensuring that all employees are treated fairly and with respect regardless of their gender, nationality, age, religion, disability, or any other personal characteristic. We have policies in place to promote equal opportunities and to prevent any form of discrimination or harassment in the workplace. Our recruitment process is based on merit, and we select candidates based on their qualifications, skills, and experience. We also provide equal opportunities for training and development to help our employees reach their full potential. We believe that a diverse workforce contributes to the success of our business, and we are dedicated to promoting a culture of inclusivity and respect in our organization.

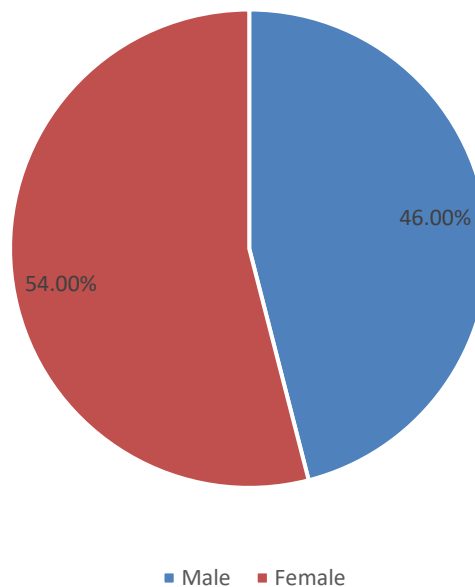
In terms of workforce diversity, the gender and nationality of St. George Beach Hotel & Spa Resort employees in 2023 remained relatively consistent with the previous year. Although the majority of employees in both 2021 and 2022 were female, with 74 female employees in 2021 and 80 female employees in 2022, in 2023 the female employees raised up to 102. The number of male employees slightly increased from 64 in 2021 to 65 in 2022, but again in 2023 there was a significant increase to 125 male employees.



Employees Gender in 2022



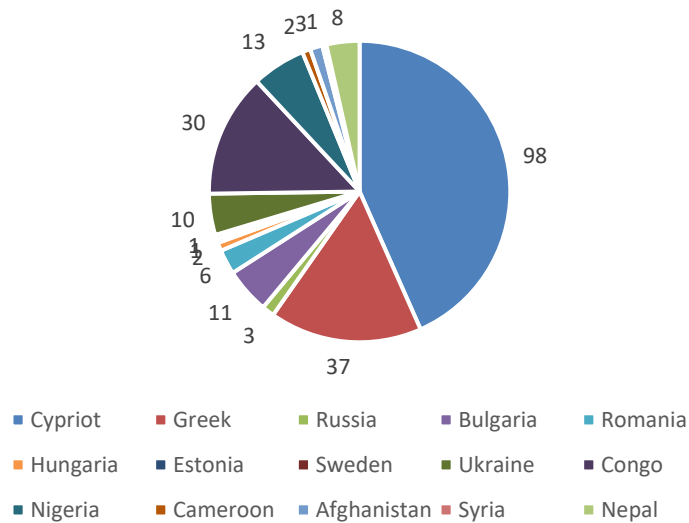
Employees Gender in 2021



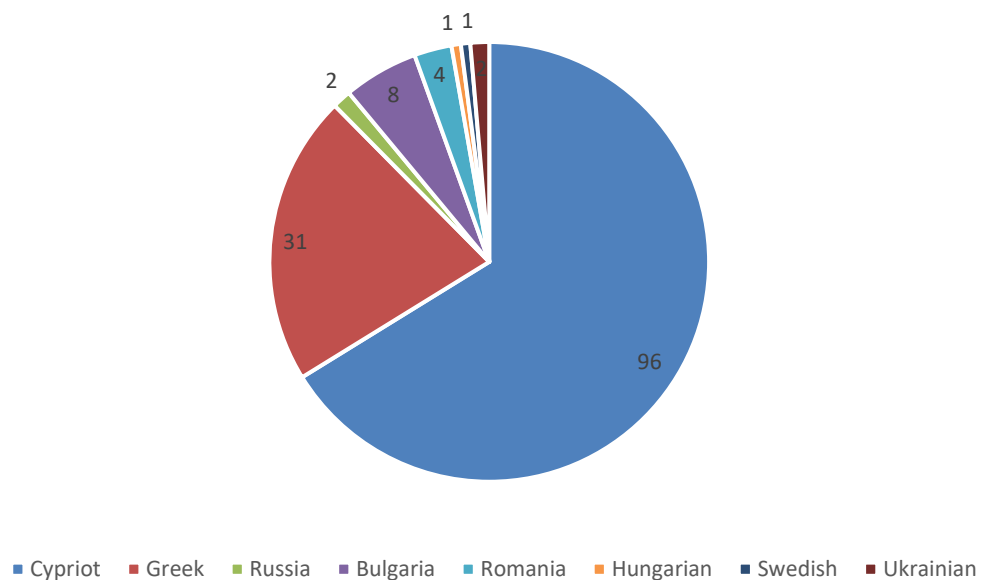
In terms of nationality, Cypriot employees made up the majority all the past three years. In 2023, there were 98 Cypriot employees, while in 2021, there were 92 Cypriot employees and 96 in 2022. Other nationalities represented in the workforce include Greek, Russian, Bulgarian, Romanian, Hungarian, Swedish, Nepalese, Nigerian, Cameroons, Congolese and Ukrainian. While there were

slight changes in the number of employees from each nationality, overall, the workforce remained diverse in terms of the nationalities represented.

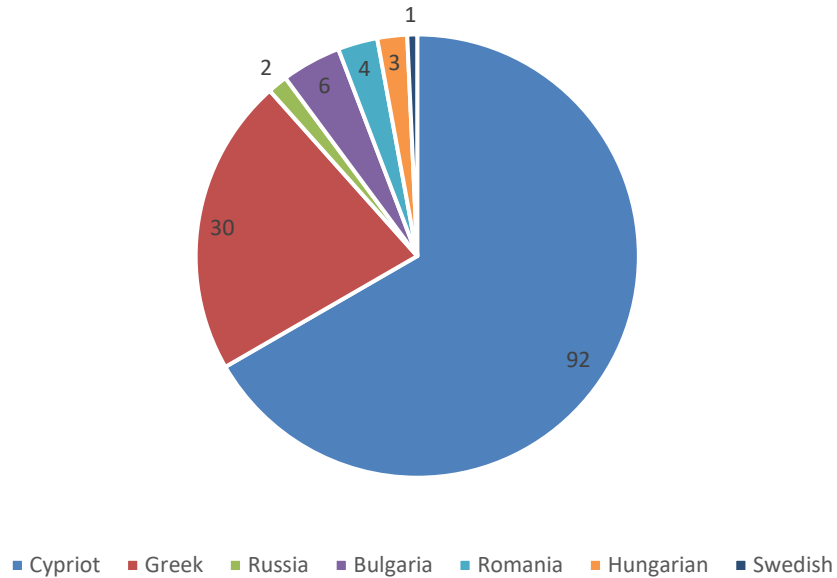
Employees' Nationality in 2023



Employees' Nationality in 2022



Employees' Nationality in 2021

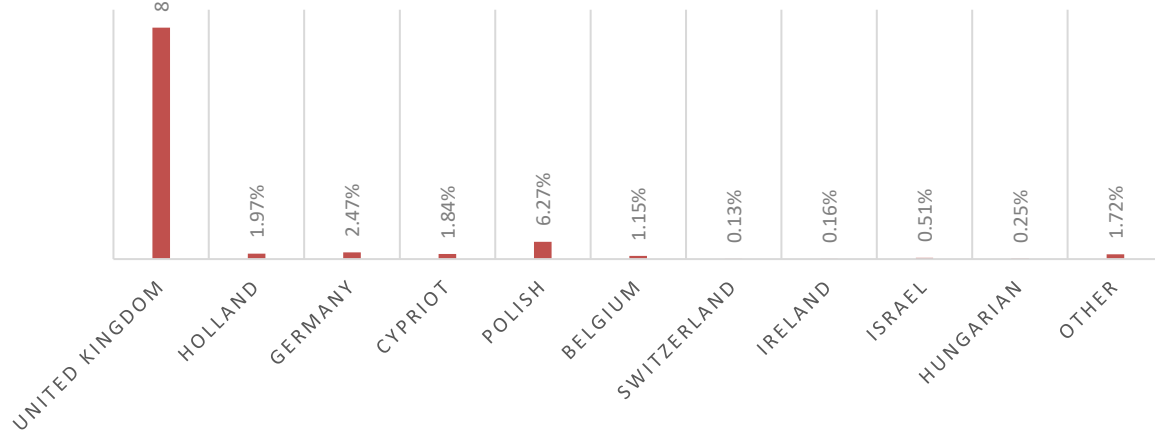


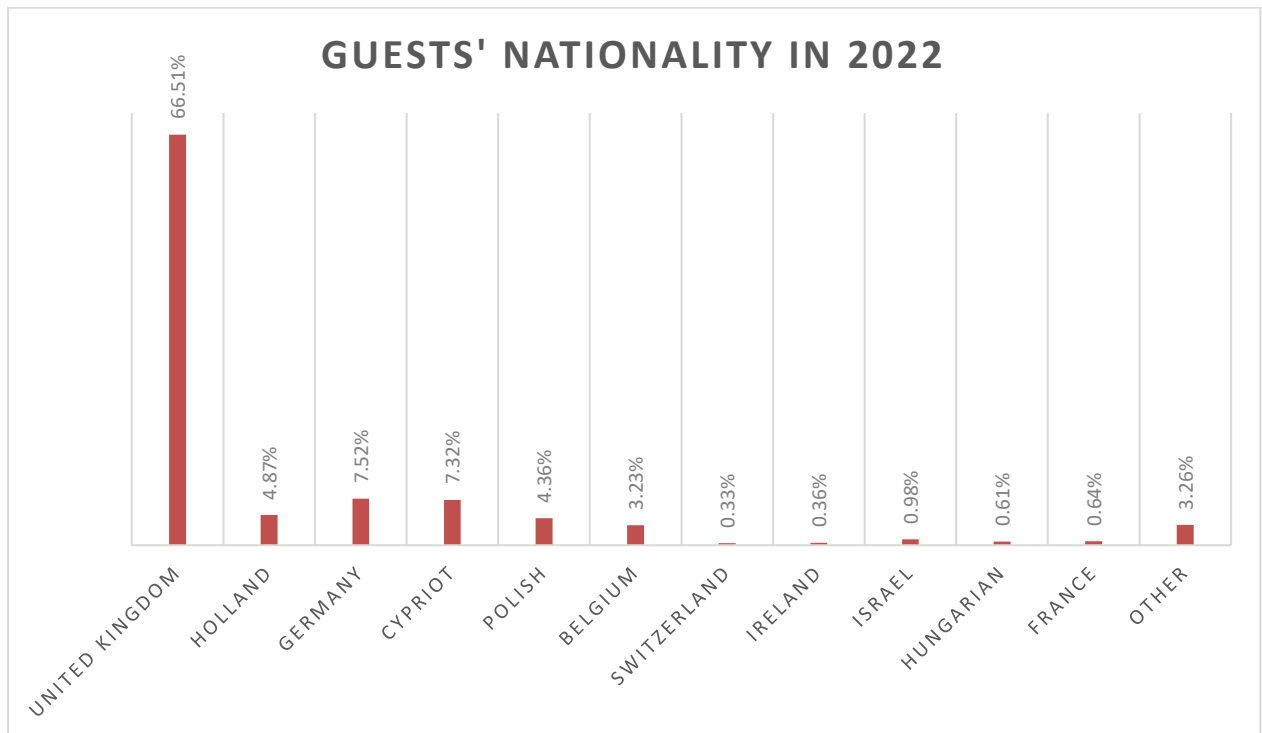
Our target is for a segment of at least 40% of Hotel employees to be Cypriot local people.

Guests' Segments

In 2023, the vast majority of our guests were from the United Kingdom, making up 83.53% of our total guest population. The second most represented country was Poland, accounting for 6.27% of our guests, followed by German guests at 2.47%. Dutch guests made up 1.97% of the total, while Cypriot and Belgian guests accounted for 1.84% and 1.15%, respectively. The remaining countries accounted for 2.774% of the total, with Israel being the most represented at 0.51%.

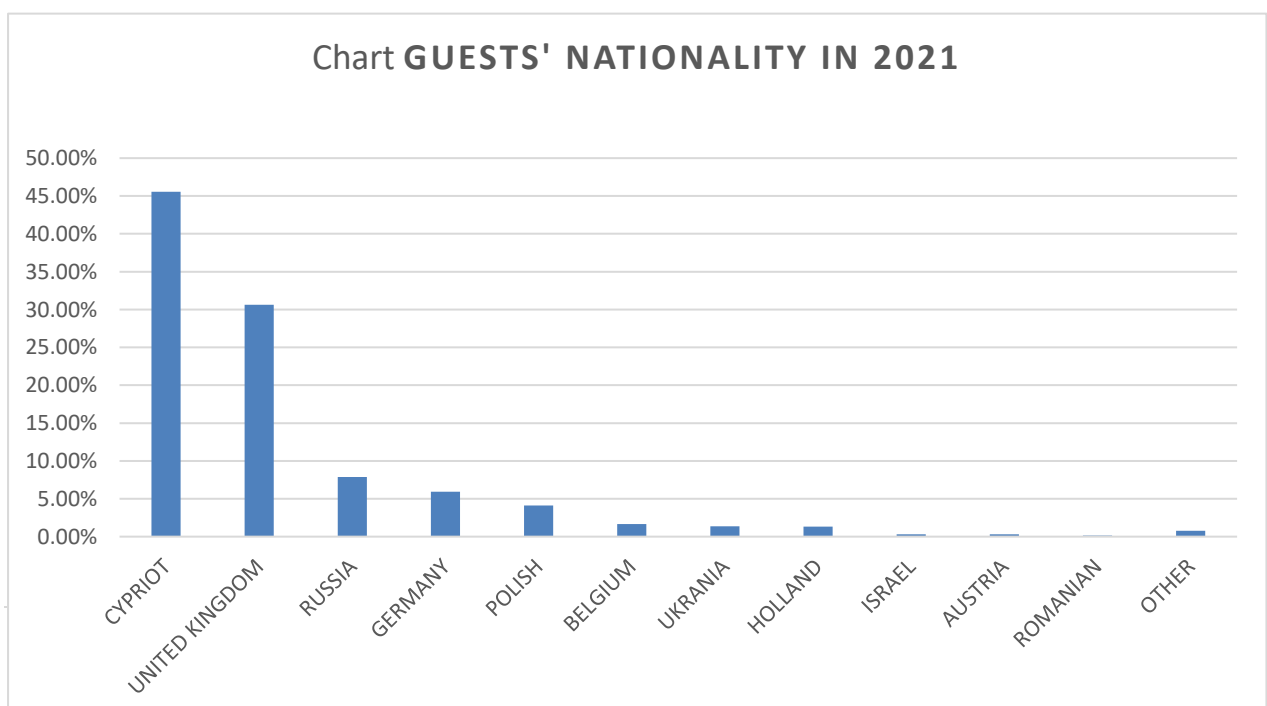
GUESTS' NATIONALITY IN 2023





The comparison of guests' nationality between 2023 and 2022 reveals a significant increase of the share of British. Moreover, the share of Polish has increased, while the percentage of guests from other Countries has been decreased. It is worth noting that our hotel is heavily dependent on the UK market. Our efforts lean towards a more diverse guest population. We remain committed to ensuring that all our guests, regardless of their nationality, receive exceptional service and have an unforgettable experience during their stay.

It's worth noting that while during 2021, there was a COVID-19 pandemic which has had a significant impact on the tourism industry. This year there were a lot off Cypriot guests, but after two years the situation has been normalized.





Sustainability Program

St. George Beach Hotel & Spa Resort has a comprehensive sustainability program aimed at reducing its environmental impact, promoting responsible tourism practices, and contributing to the local community's socio-economic development. The program is based on the principles of sustainability, including environmental protection, social responsibility, and economic viability. The hotel's sustainability efforts are guided by the Travelife sustainability certification, which provides a framework for implementing sustainable practices in the tourism industry.

The hotel has implemented various initiatives to reduce its environmental footprint, such as water conservation measures, waste reduction, and energy-efficient practices. It has also implemented a green procurement policy, which encourages the use of eco-friendly products and services. In addition, the hotel engages in responsible tourism practices, such as promoting cultural heritage, supporting local businesses, and providing guests with information on sustainable tourism.

St. George Beach Hotel & Spa Resort's sustainability program also includes social responsibility initiatives aimed at contributing to the local community's development. The hotel supports various local charities and organizations, provides employment opportunities to the local population, and implements fair labor practices. Furthermore, the hotel offers its guests opportunities to support sustainable tourism practices through various activities and events.

Overall, St. George Beach Hotel & Spa Resort's sustainability program is a testament to its commitment to promoting sustainable tourism practices and contributing to the social, environmental, and economic well-being of the local community.

Targets

The St. George Beach Hotel & Spa Resort has set clear targets for its sustainability program, focusing on energy, water, waste, and chemical management. The hotel aims to reduce energy consumption per guest per night by 2% in 2024. To achieve this, the hotel uses as more as possible energy-efficient equipment, provide energy conservation training to staff, install low-energy light bulbs, and use motion sensors or light timers for lighting control. The hotel also aims to reduce water consumption by 5% in 2024 using water-saving devices and procedures.

The hotel recycles PMD, paper, glass, waste oil, while aims to recycle food waste. Moreover, implements practices to reduce the usage of paper and PMD by employees and guests and to reduce solid waste production. In terms of chemical use, the hotel avoids using chemicals banned by the United Nations Food and Agricultural Organization's consent list and replace chemicals with



biological products where possible. The hotel also plans to buy 70% of packaged products in bulk to reduce solid waste. Through environmental training, the hotel staff will be equipped with the knowledge to ensure the successful implementation of the program.

Moreover, targets for social and economic sustainability are in place. We aim to have at least 40% local employees and to participate at least to five social responsibility events and actions either by providing service or sponsorship, during 2024. We also make available our First Aid facilities to the people use the surrounding areas of the hotel, including the beach. Regarding the economic issues, the Management implements all the required transparency practices and specific targets for financial health are in place.

Environmental and social issues

The St. George Beach Hotel & Spa Resort Sustainability Programme is a comprehensive plan that focuses on energy, water, waste, and chemical management. The programme sets clear targets for reducing energy and water consumption by 2% and 5% in 2024, respectively. Additionally, the programme aims to reduce the production of solid waste by 2% and encourages guests to join recycling activities. The use of chemicals is minimized, and biological products will replace chemicals where possible, and packaged products will be bought in bulk to reduce waste.

Furthermore, the hotel has established a policy that prioritizes sustainable tourism, local purchasing, employment, and donations to charity. The hotel aims to meet Travelife's golden standards for sustainable criteria in all of its operations and offers sustainable training to all team members. The hotel prioritizes purchasing from local and national brands to support and promote the local economy. The hotel recognizes the importance of hiring staff from the local community, strengthening the bond between the hotel and the local community. Finally, the hotel donates furniture, equipment, and linens to local charities and supports non-profit organizations financially.

The hotel's vision is to improve its relationship with the local community by supporting local charity organizations, events, and athletic clubs within the next two years. By implementing this sustainability programme and policy, the St. George Beach Hotel & Spa Resort aims to become a leader in sustainable tourism and contribute positively to the local community's economic and social development.

Energy conservation

The number of guest nights at St. George Beach Hotel & Spa Resort has seen fluctuations in recent years, primarily influenced by the ongoing COVID-19 pandemic. Here is a comparison of the guest nights for the specified years:



2019: The hotel recorded 110,669 guest nights, reflecting a robust level of occupancy and visitor interest.

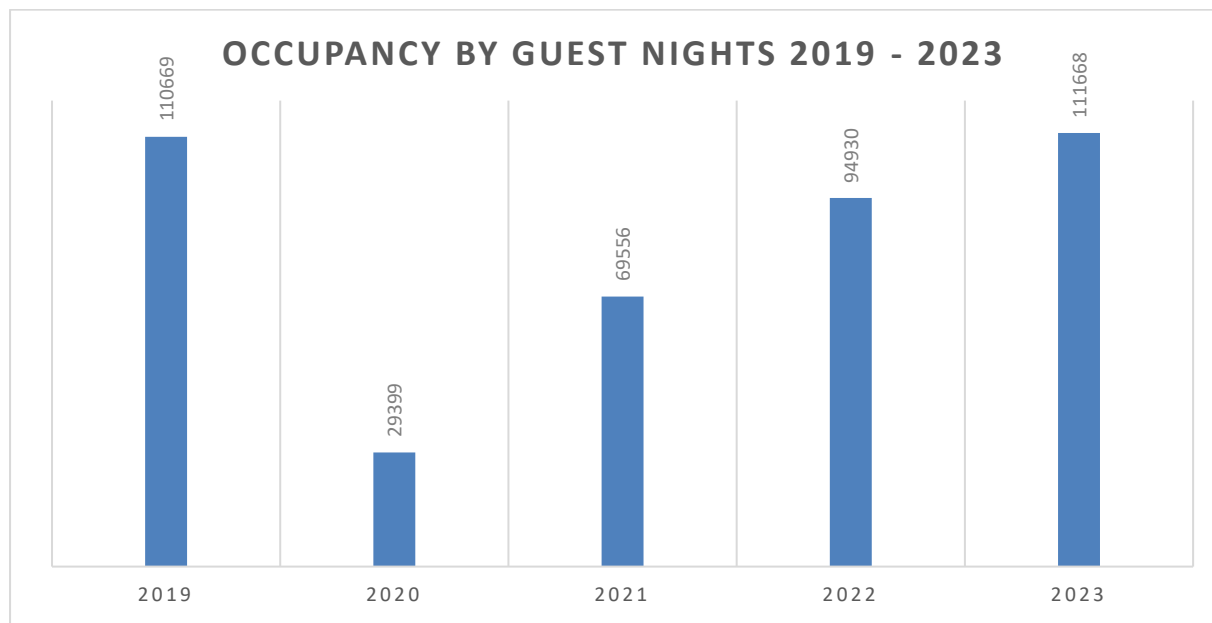
2020: The guest nights experienced a significant decline to 29,399, mainly attributable to the impact of the pandemic. Travel restrictions, lockdown measures, and decreased travel demand resulted in reduced hotel occupancy during this challenging year.

2021: As travel restrictions eased and some recovery took place, the number of guest nights showed improvement, reaching 69,556. However, it remained lower than the pre-pandemic level, indicating the ongoing influence of COVID-19 on the travel and hospitality industry.

In 2022, the total number of guest nights at St. George Beach Hotel & Spa Resort was 96,259, less compared to 2019. This decline can be attributed to a decrease in the number of children's guest nights. While the overall guest nights in 2022 may be below the levels seen in 2019, it is important to note that this specific decrease is primarily related to the lower number of children staying at the hotel during the specified period. Other factors such as changing travel patterns, market dynamics, and the ongoing impact of the pandemic may also have influenced the guest night figures.

It is important to note that the drop in guest nights during 2020 and 2021 was primarily due to the impact of the pandemic, which led to reduced travel activity and uncertainty among travelers.

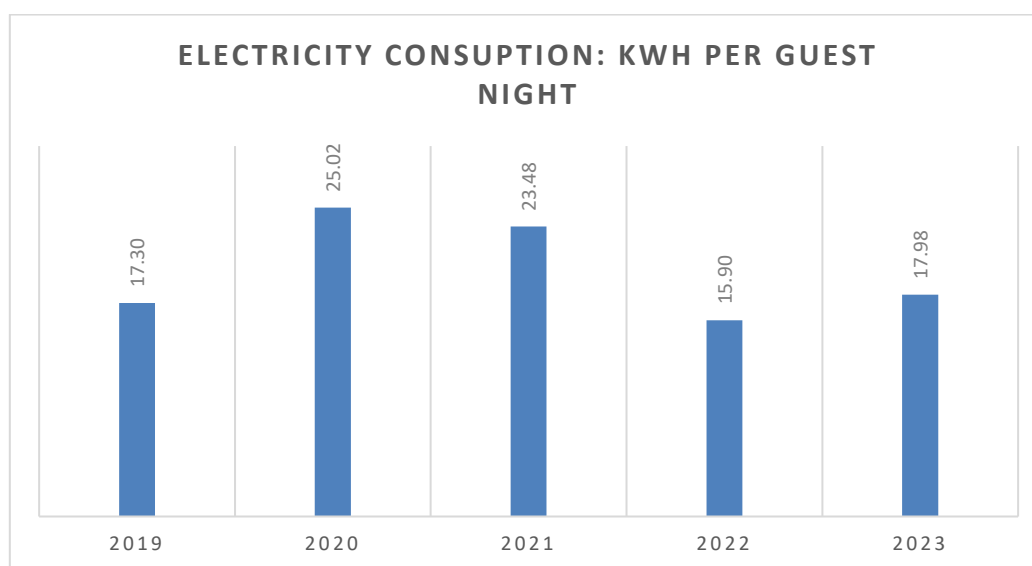
However, in 2023 there was increase to a total 111,668 guest nights. The hotel remains dedicated to providing a welcoming environment for guests of all ages and continues to adapt its offerings to meet the needs and preferences of its diverse clientele.



Electricity Consumption

The kWh per guest at St. George Beach Hotel & Spa Resort has experienced fluctuations over the years. In 2019, the kWh per guest night was recorded at 17.30. However, in 2020, there was a significant increase to 25.02 kWh per guest night, which can be attributed to various factors. The year 2021 also saw a relatively high kWh per guest night at 23.48, but in 2022, there was a notable decrease in kWh per guest night compared to both 2020 and 2021, to 15.90 kWh per guest night.

However, in 2023 the value of kWh per guest night was increased to 17.98, even higher than 2019. The reasons for this may be diverse. Although it was expected, due to the increased total guest nights, a decrease to the electricity consumption per guest night, it is probable the effects of the global warming to caused increased demand for air-conditioning and chilling. The Hotel has to ensure that the equipment will be of the best energy efficiency and to consider further energy conservation measures, starting from a detailed energy conservation assessment of the building.



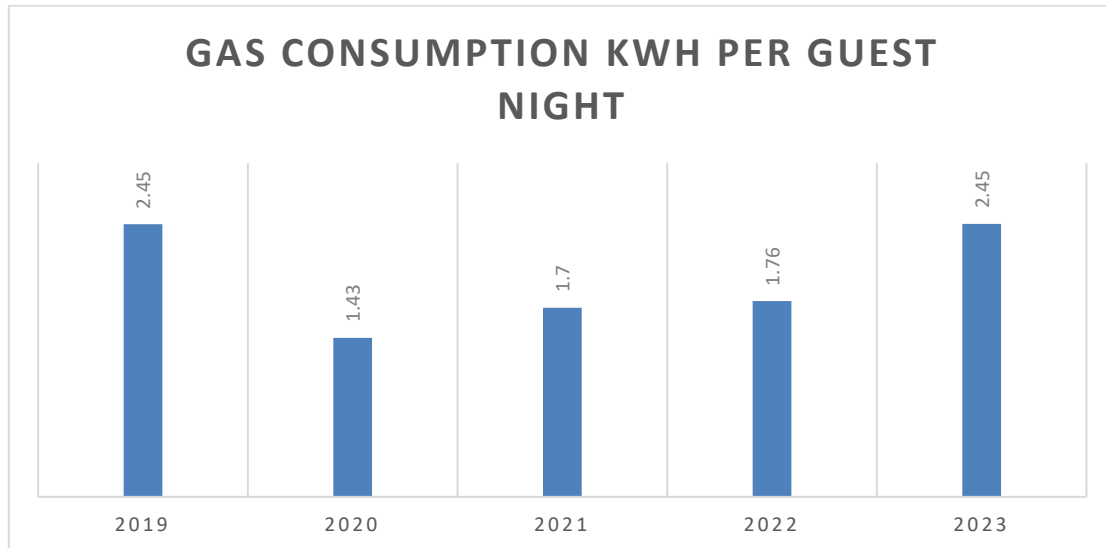
The total CO₂ emission from electricity use for 2023, according to the emission factor of EAC, which is the electricity supplier of the Hotel is 12.71 kg CO₂e / guest night

Liquid energy

It is worth noting that in 2023, there has been also an increase in gas consumption per guest night to the levels of 2019. This can be attributed to various factors including offered food and a return to the pre-COVID habits for food consumption.

As part of our sustainability initiatives, we will continue to monitor and analyze gas consumption patterns to identify opportunities for further reduction and improved energy efficiency and

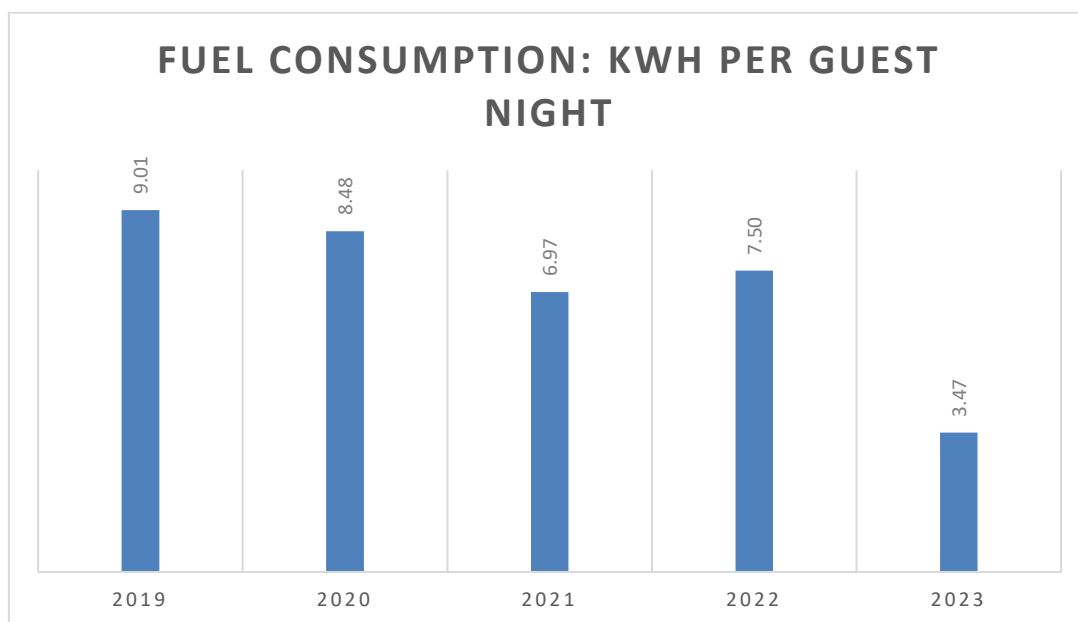
minimization of food waste. Our goal is to implement targeted measures that align with our energy conservation program to ensure responsible and efficient gas usage while providing a comfortable experience for our guests.



The total CO₂ emission from LPG use for 2023 is 0.53 kg CO₂e / guest night

Fuel Consumption

Fuel consumption at St. George Beach Hotel & Spa Resort has shown fluctuations over the years. In 2020 and 2021, there was a decrease in fuel consumption, measured in kWh per guest night, which can be attributed to the impact of the pandemic on travel and occupancy. However, when comparing 2022 with 2019, it is noteworthy that fuel consumption per guest night was significantly lower than in the previous years. In 2023 the reduction was even notable. This can be attributed to several factors, including the implementation of better operational practices, and a change in the hotel's operating season from February - January to April - October. These measures have contributed to enhanced energy efficiency and a more sustainable fuel consumption pattern at the hotel.



The total CO₂ emission from fuel use at the Hotel for 2023 is 0.84 kg CO₂e / guest night.

Therefore, the total CO₂ emission from all types of energy use at the Hotel for 2023 is 14.08 kg CO₂e / guest night.

Water conservation

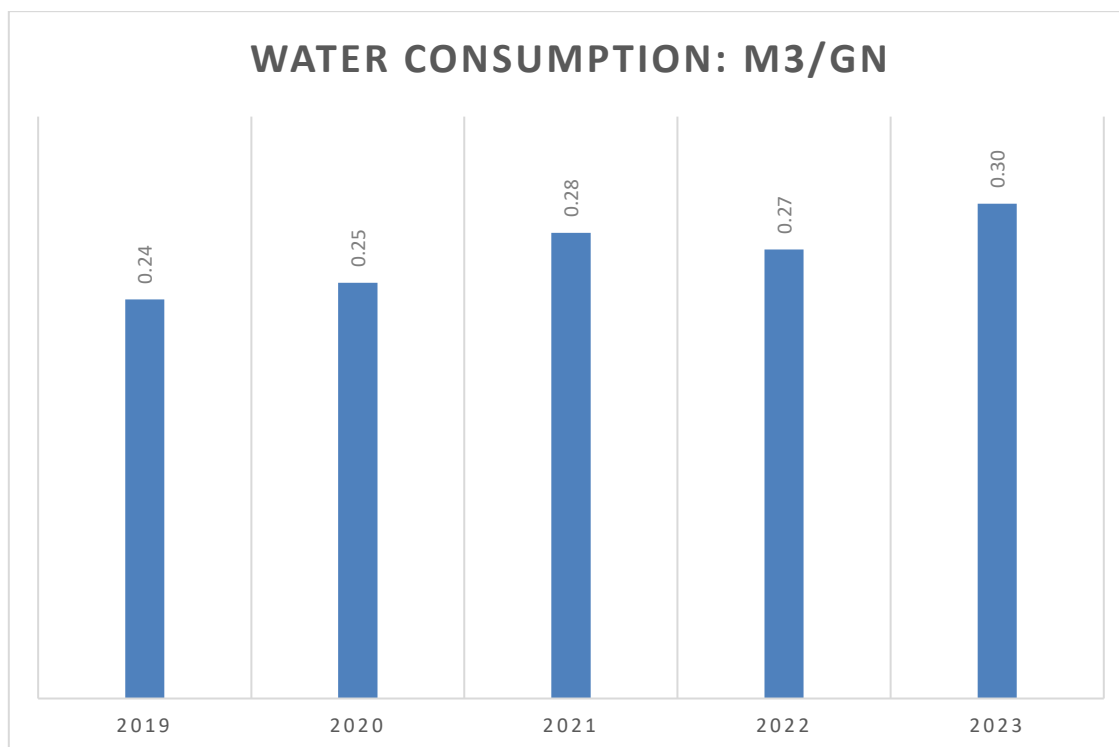
In 2019, the water consumption stood at 0.24 m³ per guest night. However, there was a slight increase in 2020, with the water consumption rising to 0.25 m³ per guest night. This increase can be attributed to various factors such as occupancy levels and increased laundry operations due to the pandemic and guests' habits also influenced by the pandemic.

In 2021, the water consumption per guest night increased further to 0.28 m³. Although efforts were made to promote water conservation, external factors may have influenced the overall consumption levels. Despite these challenges, we remained dedicated to implementing sustainable water management practices.

Moving to 2022, we observed a slight decrease in water consumption per guest night compared to 2021, with the figure recorded at 0.27 m³ per guest night. While this reduction is a positive step, it is important to note that we are still behind our targets when compared to the baseline year of 2019. Our original goal was to decrease water consumption, aiming to achieve levels similar to or below those of 2019. Moreover, in 2023 there was a further increase of water consumption to 0.3 m³ per guest night.

To address this deviation from our targets, we will intensify our water conservation efforts in the coming years. This includes the implementation of water-saving devices, such as water flow restrictors in showers and taps, and the adoption of low-flush and dual-flush systems in public

toilets. Additionally, our staff will receive continued training on water conservation practices, emphasizing the importance of efficient water use throughout the hotel.



The total CO₂ emission from water use at the Hotel for 2023 is 0.04 kg CO₂e / guest night.

Waste management

St. George Beach Hotel & Spa Resort is committed to reducing and minimizing waste as part of its sustainability efforts. We have implemented various recycling measures to reduce the amount of waste that ends up in landfills. Our recycling program includes glass, paper, cardboard, plastic, batteries, metal, lamps, electric devices, and used cooking oil. Our aim is to recycle 100% of all recyclable material, while a policy for reuse is in place where this is possible and practical.

In addition, we are also taking measures to reduce our paper usage by limiting printing amounts, using double-sided paper, avoiding printing in color, and extensively using emails for messaging. We understand that food waste is a significant environmental issue and are taking steps to prevent it by cooking proportionally subject to hotel occupancy to avoid food waste. Any unconsumed food from our buffets is used at the staff restaurant.

We are also taking measures to reduce the use of single-use plastic by providing reusable polycarbonate cups, paper straws, paper bags, and boxes for takeaway, as well as wooden cutlery. The used quantities of single-use material are recorded and monitored in order to make sure that



unjustified excess is immediately recognized and prevented with the implementation of immediate actions. We have also introduced reusable glass containers for salt and pepper.

Furthermore, our policy is to evaluate and buy from suppliers who operate responsibly by reducing packaging and making purchases through bulk wherever possible. At St. George Beach Hotel & Spa Resort, we are committed to reducing waste and being responsible in our operations to preserve the environment for future generations.

Chemicals use

At St. George Beach Hotel & Spa Resort, we are committed to minimizing the use of harmful chemicals in our operations and promoting environmentally friendly alternatives. We prioritize the health and well-being of our guests, staff, and the surrounding ecosystem.

Here are some key initiatives we have implemented:

Chemical Evaluation and Safe Disposal: We strictly adhere to the guidelines set by the United Nations Food and Agricultural Organization's consent list. We ensure that all chemicals used on our premises are safe and approved for use. Furthermore, we have established proper procedures for the safe disposal of all used chemicals to prevent any adverse effects on the environment. We are also evaluating the Safety Data Sheets for the material we use, ensuring that these are not dangerous for the environment or the human health and safety,

Transition to Biological Products: Whenever possible, we replace chemical-based products with biologically derived alternatives. These environmentally friendly products minimize the impact on ecosystems and reduce the potential risks associated with chemical use. We continuously assess our inventory of cleaning agents, detergents, and other supplies to identify opportunities for the adoption of safer alternatives.

Bulk Purchasing: To reduce the amount of solid waste generated, we actively seek suppliers who offer products in bulk packaging. By purchasing larger quantities of chemicals and other materials, we can minimize the overall packaging waste generated and promote responsible resource management. We also keep records for the purchases of chemicals, monitoring any unjustified increase in order to take immediate corrective measures.

Staff Training and Awareness: We believe that education and awareness are crucial in promoting sustainable practices. Therefore, all our staff members receive comprehensive training on the proper use, handling, and storage of chemicals. They are equipped with the knowledge and skills to implement sustainable practices throughout their daily tasks, ensuring the responsible use of chemicals and minimizing any potential environmental impact. Guidelines for the proper and safe use of all the chemicals are available to the responsible staff of the hotel, as well as the Safety Data Sheets.



Waste Management and Recycling: In line with our waste management initiatives, we ensure that all chemical containers are properly labeled and disposed of in accordance with local regulations. We actively participate in recycling programs to minimize the amount of chemical waste generated and promote a circular economy.

By implementing these measures, we aim to create a safe and sustainable environment for our guests, staff, and the wider community. Our commitment to reducing chemical use aligns with our overarching sustainability goals, fostering a healthier and more environmentally conscious operation at St. George Beach Hotel & Spa Resort.

Environmentally hazardous gasses

At St. George Beach Hotel & Spa Resort, we recognize the importance of minimizing the release of environmentally hazardous gases into the atmosphere. We are committed to reducing our carbon footprint and mitigating the impact of our operations on climate change. Here are the steps we have taken to address this issue:

Energy Efficiency Measures: We have implemented various energy-saving initiatives to reduce our overall energy consumption and subsequently decrease greenhouse gas emissions. This includes utilizing energy-efficient equipment and appliances, optimizing heating, ventilation, and air conditioning (HVAC) systems, and conducting regular maintenance to ensure their optimal performance. By maximizing energy efficiency, we aim to minimize the use of fossil fuels and the associated emissions.

Transition to Renewable Energy: We are actively exploring and investing in renewable energy sources to power our operations. This includes the installation of solar panels and other sustainable energy solutions wherever feasible. By utilizing clean and renewable energy, we can significantly reduce our reliance on fossil fuels and contribute to a greener and more sustainable future.

Emission Monitoring and Reduction: We closely monitor and assess our emissions, including carbon dioxide (CO₂), methane (CH₄), and other greenhouse gases. Through rigorous tracking and analysis, we identify opportunities to further reduce emissions and improve our environmental performance. This includes optimizing transportation routes, promoting carpooling and public transportation options for staff and guests, and exploring alternative fuels for our vehicles.

Moreover, a proper inspection and maintenance program of cooling equipment is in place in order to prevent any leakages of CFCs, while a record of the used quantities is maintained, in order to make sure that there is not any unjustified excess. We also ensure that no banned material is used, while the hotel employs a qualified technician to monitor these issues.

Waste Management: Proper waste management plays a crucial role in minimizing the generation of environmentally hazardous gases, such as methane from organic waste decomposition. We have implemented comprehensive waste management practices, including recycling, composting, and



responsible disposal methods. By diverting waste from landfills and adopting sustainable waste management strategies, we contribute to reducing methane emissions and preserving the environment.

Use of high emission food: Our policy is to ensure that our menu include a balanced proportion of meat, dairy, fish and other high emission raw material. At the same time, wherever available and possible, we buy, use and serve local produce, in order to minimize food miles, while where available certificates of sustainable production are required by our suppliers. Moreover, our kitchen staff ensure that only the required quantities of raw material is regularly supplied and no waste is produced. Practices to minimize food waste at our menu and buffets are implemented, ensuring at the same time that our clients receive the best service and have an experience of local cuisine and products.

Staff Training and Awareness: We believe that education and awareness are essential in driving sustainable practices. Our staff members receive training on environmental stewardship, including the importance of reducing hazardous gas emissions. We encourage them to actively participate in our sustainability initiatives and provide them with the tools and knowledge to implement environmentally friendly practices in their daily operations.

By addressing the issue of environmentally hazardous gases, we strive to minimize our ecological impact and create a more sustainable and responsible hospitality environment. Our commitment to reducing these emissions aligns with our broader sustainability goals, ensuring that St. George Beach Hotel & Spa Resort operates in harmony with the environment while providing exceptional experiences for our guests.



Local Community

At St. George Beach Hotel & Spa Resort, we are committed to supporting the local community and economy. Here are some of the ways we are doing this:

Hiring Locally

We believe in giving back to the community by providing job opportunities to local residents. We prioritize hiring staff from nearby areas and training them to provide excellent service to our guests. A target for at least 40% local employees is in place.

Supporting Local Businesses

We purchase supplies and products from local businesses as much as possible. This helps to support the local economy and reduce the carbon footprint of transportation.

Donations and Sponsorships

We believe in giving back to the community by supporting local charity organizations, events, and athletic clubs. We provide donations in the form of furniture, equipment, and linens that are no longer suitable for use in the hotel to local charities, schools, hospitals, and vulnerable community groups. We also support financially a selection of non-profit organizations. A target to support at least five social events and actions either by providing service or sponsorship, during 2024.

Volunteering

We encourage our employees to volunteer their time and skills to help with local community projects, such as beach cleanups and community events.

Moreover, we ensure that the First Aid facilities of the Hotel are available to the people using the surrounding areas of the hotel, including the beach.

Cultural Experiences



We believe in promoting the cultural heritage of the local community by providing guests with opportunities to experience local traditions, cuisine, and crafts. We work with local guides and partners to provide guests with unique and authentic experiences that support the local economy.

By supporting the local community, we aim to create a positive impact on the environment and people's lives, making our hotel a responsible and sustainable choice for our guests.

Reporting period

This report pertains to the timeframe spanning from January 2023 to December 2023. All the data and figures provided herein are specific to the aforementioned period.

In addition to the information and statistics presented for the period between January 2023 and December 2023, we would like to outline our future plans and targets. Moving forward, St. George Beach Hotel & Spa Resort is committed to implementing the following sustainability initiatives:

Energy Management: Our goal is to reduce energy consumption by 2% in 2024. We will achieve this by continuing investing in energy-efficient equipment, providing energy conservation training to our staff, utilizing low-energy lighting options, implementing motion sensors or light timers in designated areas, and constructing new outlets and rooms with energy-efficient materials.

Water Management: We aim to reduce water consumption by 5% in 2024. To achieve this, we will incorporate water-saving devices, such as water flow restrictors in showers and taps, low-flush and dual-flush systems in public toilets, and utilize alternative water heating methods like solar panels whenever possible. Moreover, we will ensure that the gardens of the Hotel will be watered with the best practices.

Waste Management: Our objective is to decrease solid waste production by 2% in 2024, while also encouraging guest participation in our recycling activities. We implement recycling programs for PMD, paper, glass, oils, and food waste, ensuring that 100% of material that can be recycled, will be collected and disposed properly to licenced waste managers. Additionally, we will focus on reducing paper and plastic bottles and other PMD material usage by guests.

Carbon dioxide emissions: Implementing the above we are committed to decrease the production of CO₂eq at the hotel by 2% in 2024, compared to 2023.



Chemical Use: We are committed to avoiding the use of chemicals banned by the United Nations Food and Agricultural Organization's consent list. We will prioritize the safe disposal of used chemicals, promote the use of biological products whenever feasible, and opt for bulk purchasing to minimize packaging waste.

Wildlife and biodiversity: We are committed to protect wildlife, to promote the protection of the wildlife and habitats to our employees and guests and we have as a target in 2024 to make and maintain a garden with local species, that will be also used at food preparation at the hotel.

Supporting the Local Community: Our vision is to strengthen our ties with the local community by supporting local charity organizations, events, and athletic clubs. We will continue to donate furniture, equipment, and linens to local charities, provide services such as accommodation and conference rooms to community groups, and offer financial support to selected non-profit organizations.

By pursuing these future plans and targets, St. George Beach Hotel & Spa Resort is dedicated to upholding our commitment to sustainability, environmental stewardship, and community engagement.



APPENDIX A

Our philosophy...

At St. George Beach Hotel & Spa Resort, we believe in creating an environment where our guests can fully immerse themselves in a tranquil and rejuvenating experience. Our philosophy is centered around providing exceptional service, luxurious amenities, and an unparalleled sense of relaxation.

We believe in treating every guest as an individual and tailoring our services to meet their unique needs and preferences. Our commitment to personalized service means that we will go above and beyond to ensure that each guest feels valued and cared for during their stay.

We also believe in promoting sustainability and preserving the natural beauty of our surroundings. As stewards of the environment, we are dedicated to minimizing our impact on the planet and making a positive contribution to the communities in which we operate.

At St. George Beach Hotel & Spa Resort, we strive to create an oasis of calm and tranquility where our guests can escape the stresses of everyday life and indulge in the ultimate vacation experience.



APPENDIX B

Environmental Policy and Management

The managers and shareholders of St. George Hotel Enterprises share the commitment to ensure optimal environmental management in its daily operations. Recognizing the impacts that tourism places on natural resource availability and climate change, we will work to ensure that St George Beach Hotel & Spa Resort will apply responsible waste management, reduce pollution, incorporate energy-saving devices where possible, and encourage customers to respect and participate in our efforts to minimize the environmental impacts of the hotel.

The primary goals related to environmental management are as follows:

Certification

Our goal is to achieve the gold award for the next two years (2024 – 2026) by enhancing our environmental policies and practices as well as optimizing our positive socio-economic impact on the local community.

Sustainability Report

The aim of the annual Sustainability Report is to describe in depth all the actions as well as present key statistics in regard to the hotel's impact on the environment, society, and local economy.

Energy Management

The current energy consumption per guest night for 2023 for all energy types was 23.90 kWh.



Our goal is to reduce the above figure by 2% in 2024.

Throughout the operations of St. George Beach Hotel & Spa Resort we will ensure optimal energy efficiencies, by undertaking the following.

1. All the heavy and light equipment that will be purchased in the future will be energy-efficient (Grade A)
2. Ensure that all the staff will receive training in energy conservation.
3. Low-energy light bulbs and LED lights will be lit in all public areas, accommodations, and back-of-the-house areas.
4. All the lights in public areas, toilets, and staff areas will be controlled by motion sensors or light timers.
5. All the rooms are equipped with electronic key cards and motion sensors which contribute to energy conservation.
6. All new outlets and rooms that are constructed during renovations will be constructed with energy-efficient materials.
7. Daily energy consumption monitoring will be implemented by the technical department, to ensure that any damage or unjustified excess will be prevented, or immediately corrected.

Water Management

Our goal is to reduce water consumption by 5% in 2024.

To achieve this target without compromising our guest comfort or health and safety, will further incorporate water saving devices and procedures to minimize overall water consumption.

The following actions will be taken to achieve the target above:

All the showers and bath taps are equipped with water flow restrictors as follows:



1. 4 liters per minute for taps
2. 9 liters per minute for showers
3. Public toilets are to be fitted with low flush and dual flush systems
4. Heated water supply for accommodations is produced, wherever possible from; solar panels, electrical heating (as a backup solution only)

Waste Management

Our aim is to reduce by 2% in 2024 the production of solid waste as well as we will encourage our guests to join our recycling activities.

Throughout the hotel's operations, PMD, paper, glass, oils, and food waste will be recycled. In addition, the usage of paper and PMD by our guests will be reduced.

Chemical Use

The hotel will avoid the use of chemicals banned by the United Nations Food and Agricultural Organization's consent list. In addition, it will be ensured the safe disposal of all used chemicals. Biological products will replace chemicals where possible and 70% of packaged products will be bought in bulk to reduce the amount of solid waste.

All staff will continue to attend the environmental training course to further understand the positive impact of all the above can have on the daily operation of St. George Beach & Spa Resort.



APPENDIX C

NON-DISCRIMINATION POLICY

St. George Beach Hotel & Spa Resort does not and shall not discriminate on the basis of race, colour, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activity and operations. These activities include but are not limited to, hiring and firing staff, selection of volunteers and vendors, and provision of services. We are committed in providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

St. George Beach Hotel & Spa Resort is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, colour, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression

APPENDIX D

Social Policy

The management and shareholders of St. George Beach Hotel & Spa Resort are committed to ensuring that the hotel develops and maintains positive relationships with the local community by ensuring that the socio-economic impact on the local community is positive. Our principal goal is to minimize as much as possible any negative impact on the environment and the local community.

The policy's objectives are as follows:

1. Certification.

To meet the broader sustainable criteria of socio-economic impact and staff welfare, Travelife's golden standards will be applied throughout the hotel's operations.

2. Promote sustainable tourism.

The management of the hotel is dedicated to offering substantial sustainable training regarding the environmental and socio-economic of the hotel to all our team members.

3. Purchases.

The hotel prioritizes brands and products for purchase from the local and national community. Consequently, the local and national economy is supported and promoted.

4. Employment.



The hotel recognizes the importance of hiring staff from the local community. Consequently, the bond between the two parties (hotel – local community) strengthens and thus the local economy is benefited by this action.

5. Donations and charity

The hotel donates furniture, equipment, and linens that are no longer suitable for use to local charity organizations, schools, hospitals, and vulnerable community groups. The hotel also supports the local community by the provision of services such as accommodation, conference rooms, and meals. Moreover, we support financially a selection of non-profit organizations.

6. Human Rights protection and respect

Our policy is to protect and respect human rights including the protection of minorities and vulnerable groups (such as children, adolescents and women)? We are against any discrimination, exploitation, harassment, abuse and promote fair treatment for all.

The hotel's vision:

To improve the relations with the local community within 2024 - 2025 by supporting local charity organizations, events, and athletic clubs.