

Sustainability Report

2023

LEONARDO
Plaza Cypria Maris

Beach Hotel & Spa

Paphos

LEONARDO
PLAZA CYPRIA MARIS
BEACH HOTEL & SPA

- ▶ The Leonardo Plaza Cypria Maris Beach Hotel & Spa is ideally situated next to the crystal blue waters in Paphos. Guests are a stone's throw away from the beach and just a short distance from the numerous shops, bars, cafes and restaurants.
- ▶ The Hotel has earned its status as a luxury accommodation by nurturing a holiday experience based on the basic principles of prime location, friendly service, modern facilities and great food. These principles have enabled us to build a loyal following of repeat guests who we hope to be able to host for many years to come.

Quality of services and respect for the environment and the local community ensure the healthy operation of the resort for many years to come, with our primary goal being the protection of the area of our operation. We undertake in providing both social and economic benefits for the local community and also ensure that any negative effects which our operations may have on the environment are reduced. We aim to operate in a manner that is economically, socially and environmentally responsible because we believe that by taking our share of responsibility, we motivate others.



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We strive to meet success through the satisfaction of economical, ecological and social criteria by managing our business in a way that equally balances these three pillars of sustainable development. In order to achieve this goal, Leonardo Plaza Cypria Maris Beach Hotel & Spa is committed towards a sustainable future but *without compromising the quality of our services and care for our employees and guests.*

The Hotel runs Quality procedures, aiming to convert visions and commitments to reality. Therefore, to ensure continued suitability and effectiveness, the Management of the Hotel reviews all policies and the objectives of Quality periodically.

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We make sure that our policies are communicated to all our stakeholders. Our policies are posted on the info-kiosk located in the lobby area for the information of our guests. Policies can also be accessed through our website for anyone interested.

OUR EMPLOYEES

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We understand that our employees are the key to success.

1

We constantly motivate our employees in becoming better as individuals and as professionals and provide them with the opportunity to achieve their professional goals. This is achieved with yearly internal assessments on their work accompanied with suggestions for improvement. Our employees receive training every year on various aspects and records are being kept as a guide for their ongoing training.

2

OUR EMPLOYEES

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Our company believes in equal opportunities and fair treatment of employees. As a fair-treatment employer we do not tolerate discrimination and harassment of any kind and aim to provide an environment which is healthy and compatible with current legal requirements. Our staff consists of both native and non-native team members and some of our members work at our hotels for many years.

We make sure that employees work within a safe and pleasant environment as we strongly believe that it helps them derive satisfaction from their job, the quality of services is improved and also it serves as a guarantee for our employees' welfare.

2019

298 employees

39.3% local people

49.9% women 157

50.1% men 141

2022

296 employees

36.5% local people

55% women 163

45% men 133

2023

257 employees

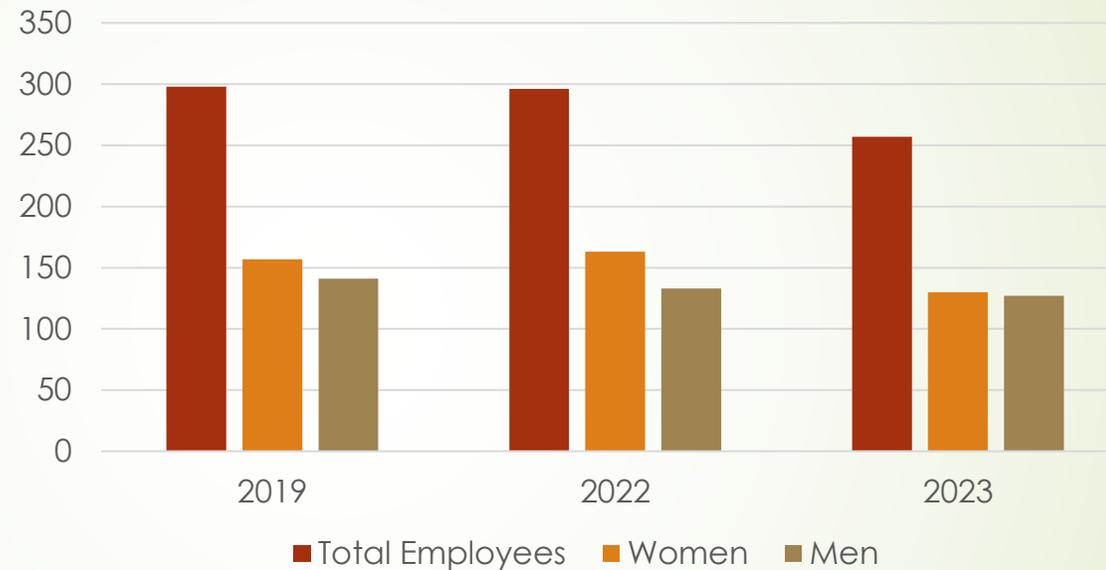
44% local people

50.5% women 130

49.5% men 127

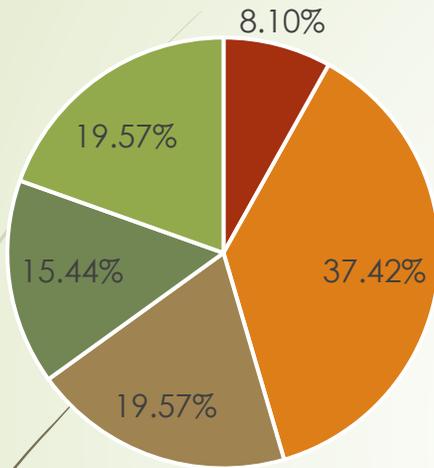
OUR EMPLOYEES

Employees comparison

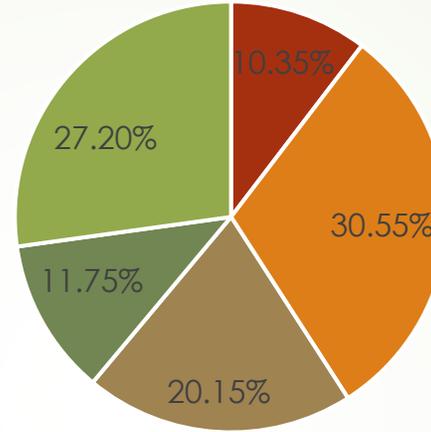


OUR EMPLOYEES

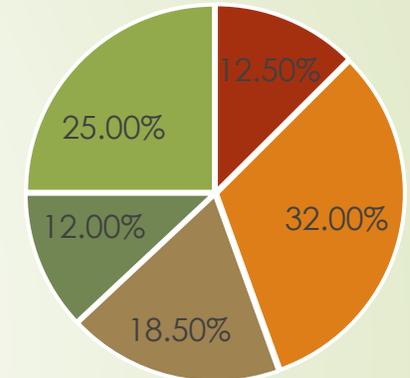
2019



2022



2023



■ 18-20 yo ■ 21-30 yo ■ 31-40 yo ■ 41-50 yo ■ 50+ ■ 18-20 yo ■ 21-30 yo ■ 31-40 yo ■ 41-50 yo ■ 50+ ■ 18-20 yo ■ 21-30 yo ■ 31-40 yo ■ 41-50 yo ■ 50+

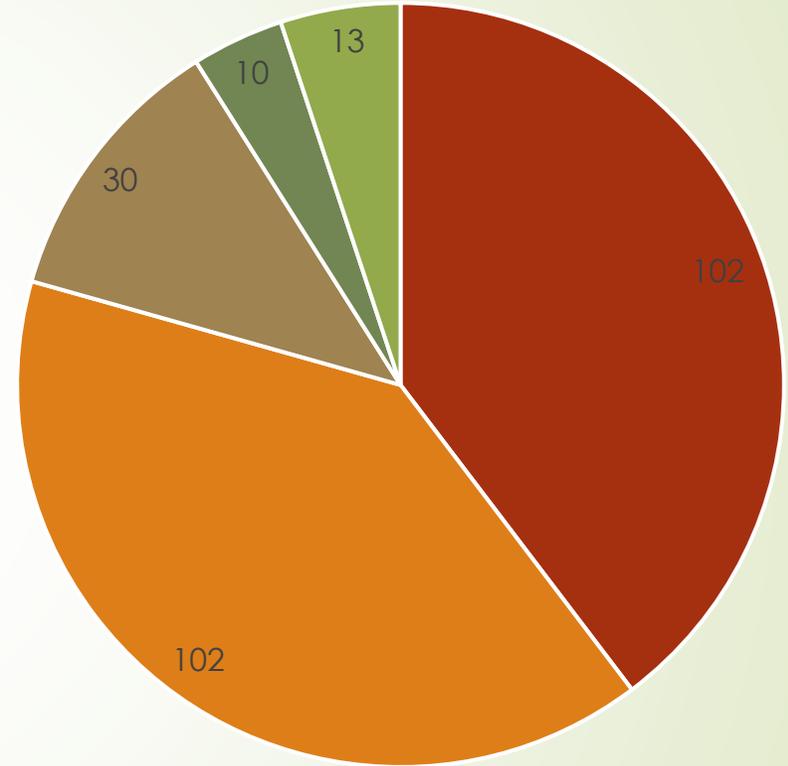
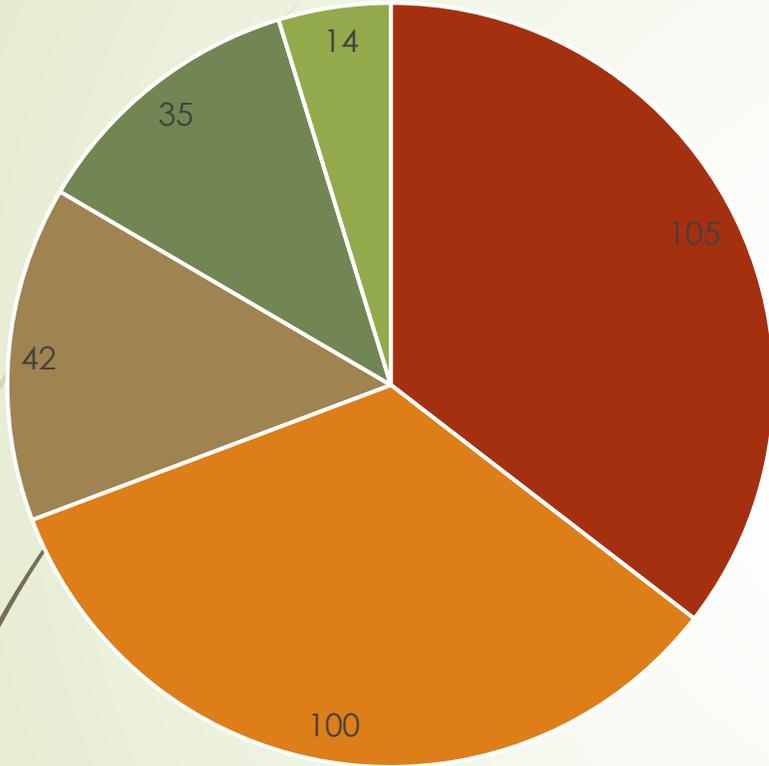
We are committed to give same opportunities to different people regardless sex, age etc.

OUR EMPLOYEES

Job Satisfaction

2022

2023



■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

SUPPLIERS

When purchasing decisions are made, we principally take environmental criteria into consideration. We are very careful in the selection of the products we use with the vast majority being local and seasonally available ingredients. We make sure that our guests are informed and educated on the local produce with the organization of fairs where local products are displayed and local suppliers informing our guests about the products and the process of preparation.

For us it is of vital importance where food comes from, therefore we try to work with suppliers who share the same values and ethical concerns.

40 % of our suppliers are local and most of them are ISO certified.

2022

More than 1 million euros was paid in suppliers of our district

2023

Nearly 2 million euros were paid to local suppliers

We prefer local community-based suppliers and products not harmful to the environment. We actively support locally produced products wherever is possible.

SUPPLIERS

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2022

35% of our suppliers were locals. .

2023

37 % of our suppliers were locals. An increase of 6% compared to 2022

This year our hotel continued to use even more Cyprus traditional products coming from local suppliers and businesses. Our goal was, on one side to acquainted our customers with our tradition and on the other side to support local business from our area.

ENVIRONMENT

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It is imperative for all businesses to understand the serious effects which their operations may have on the environment and make the effort to minimize those effects with the implementation of effective strategies. The serious consequences that human activity has brought on the environment make it crucial for all businesses to manage their operations in a way that helps protecting the environment.

energy

We were committed to attain maximum levels of quality without compromising natural resources and with respect to the local community. Moreover, we informed our suppliers of our environmental policy and encouraged them to operate in an environmentally responsible manner as well. All members of our staff were informed of our environmental policy during meetings and with the use of an environmental board placed in the staff room.

We recognize the importance of protecting the environment. For us it is of paramount importance because it ensures that our business will operate in a healthy manner for many years to come giving us durability and ensuring that our success will be maintained.

waste

water

ENERGY MANAGEMENT

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LEONARDO PLAZA CYPRIA MARIS BEACH HOTEL & SPA

ENERGY MANAGEMENT							
	Electricity	Petrol	Gas	Water			
Actual Consumption	KWH/guest	LT/guest	KG/guest	M3/guest			
2022	12.19	0.57	0.20	0.250			
2023	10.94	0.68	0.23	0.235			
Targets 2024	10.55	0.60	0.22	0.23			

ACTION PLAN

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With the implementation of a BMS (Building Management System) the Hotel will be able to reduce a considerable amount of energy by:

- Real Time control of boiler water temperature
 - Real Time Chiller temperature control
 - Real Time extractor fan operation
 - Real time management of kitchen hoods & fans
 - HVAC operations to match actual occupancy levels
- energy

- Identify areas of high LPG consumption and explore alternatives

LPG

- Preventative maintenance of boilers

diesel

- Real Time view of actual pumps operations when required and managed accordingly
 - Monthly & Yearly pro-active maintenance control
 - Aerators to be replaced wherever is needed
 - Water efficient equipment to be installed
- water

COMMUNITY SUPPORT

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We constantly strive to offer and help with our actions towards our community.

Blood donation – increases the awareness of our employees

Geroskipou Municipality event support For World Tourism Day €500.00 in food

Supporting the Daily Breakfast for whole season of 2023 to Margarita Liasidou Foundation & Lunch once a month.

All closing stocks from the kitchen that cannot be returned are donated to Charity Organizations

Employment of children with special needs from Margarita Liasidou Foundation some days every week for the summer season

Equipment and furniture given to charity organization in our district

2023

More than 10 000 € given to charity, local events etc.

COMMUNITY SUPPORT

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May 2023
Beach Cleaning
initiative in Leonardo
Plaza Cypria Maris

**mo
vem
ber** 2023

**"Leonardo Hotels
and Resorts
Mediterranean'**
'Mo'-tivated for Men's
Health: let's shave and
save lives together!"
Join us



SOCIAL CARE



Christmas Cakes

In the spirit of giving and coming together during this festive season, we are delighted to share a heartwarming initiative from our hotels in Paphos. With the collective effort of our talented pastry cooks at Cypria Maris Hotel, we raised funds for Christmas cakes, and our dedicated pastry team worked together to create them. All funds collected will go to the Margaritas Foundation, supporting their impactful charitable work. This extends the joy to those in need. We express our sincere gratitude to everyone who participated and contributed to making this initiative a success. Your generosity truly embodies the spirit of the season.



Overview

We are proud to present the results of our sustainability efforts over the past year. Our commitment to environmental stewardship, social responsibility, and ethical governance remains unwavering.

We extend our gratitude to our employees, partners, and customers who have supported our sustainability journey. Let us continue to build a world where prosperity coexists with environmental harmony.

Thank you for being part of our mission.