



Mayfair Hotels
Paphos - Cyprus

Sustainability Report

2019





Mayfair Hotels

2019 - Sustainability Report


Mayfair Hotel firmly believes that successful business and a corporate responsibility for sustainable development go hand-in-hand. We believe that we should have a positive social, economic and environmental impact on the local community where we operate. We consider corporate sustainability in all aspects of our business to ensure that customers, team members, the environment, local communities and all our stakeholders understand and benefit from what we do.

We understand that conservation and community engagement is more than a moral imperative; it also makes good business sense. Smart, socially responsible policies bring us customer preference and loyalty from the next generation travelers and workforce

We continue to strive to better understand how we can achieve more sustainable operations. Our people continue to make us proud showing their commitment to our core values while demonstrating that doing the right thing makes good business sense. Moving ahead we are stepping up our efforts with the knowledge that this is a long-term commitment that takes us on the right path to creating a more sustainable and responsible business

Based on the belief that we can use our passion for hospitality to make a lasting, positive difference in people's lives and the wider world, having the support of our guests, employees, community and collaborators in all the above, we do the best possible in order to protect our heritage and to respect and keep our beautiful island attractive and environmental friendly. We invite you to take a look at the reports to see where we've made important strides and where we're headed next. We welcome your input and encourage you to join us

Sincerely



Christos Panayiotou
GENERAL MANAGER

Christos Panayiotou
General Manager





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2019 - Sustainability Report

INTRODUCTION OF OUR BUSINESS

GENERAL INFORMATION

Year of built : 1992

Location : Paphos - Cyprus

Classification: 3 Plus Stars (pending 4 Star Classification)

Tel.: +357 26 948 000

Fax: +357 26 945 708

e-mail: admin@mayfair.com.cy

No. of Rooms: 262

DISTANCES

Beach : 900 m

City Centre : 800 m

Restaurant & Bars : 200 m

Kings Avenue Shopping Centre : 300 m

Paphos Airport : 19 km (20 minutes drive)

Larnaca Airport : 146 km (1 hour & 30 minutes drive)

Tombs of the Kings : 2 km

Coral Bay : 10 km

TRANSPORT

Taxi Service : Available 24 hours to all parts of Cyprus

Bus Service : Available several times to and from Paphos and Coral Bay

SERVICES

24 hours reception

Free Wi-Fi

Currency exchange: all major currencies

Credit Cards: all major credit cards accepted

Courtesy rooms for late check out

Laundry service

Self service laundrette

Maid service: 6 times a week, linen & towel change every 3 days

SPORTS & LEISURE

Two outdoor fresh water swimming pools .

Two outdoor paddling pools for Children

Indoor Pool (open 01.11.-30.04.)

Sunbeds & Umbrellas around the pools free of charge

Gym, Sauna, Therapy and Massage rooms

Games Room

Table tennis

Aqua Splash





Mayfair Hotels

2019 - Sustainability Report

CHILDREN' S FACILITIES

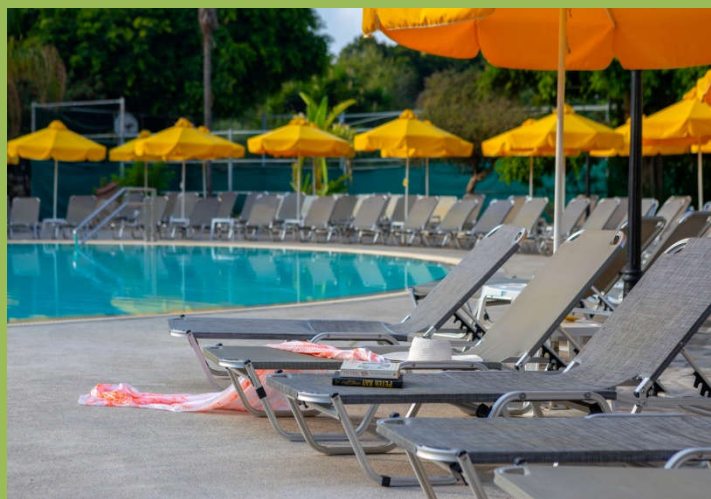
Children's Club (April-October, 4-12 years old), two outdoor children's pools, Aqua Splash, high chairs, children's menu at dinner, baby sitting on request, children's daytime activities, evening mini disco.

HOTEL ENTERTAINMENT

Full professional daytime and evening entertainment programme available for all residents featuring Cabaret and other Show Nights, Karaoke, Bingo, Disco, etc. (beg. of March till end of November)

PUBLIC AREAS

Alexander Restaurant : Buffet restaurant for breakfast lunch & dinner.
Dolphins Bar : Cocktail Bar, Drinks, Meals and snacks all day
Pool Bar : A stylish open air bar right by the pool
TV area : Relaxing atmosphere lounge
Games Room : Video Games and more
Self Service : Coin operated washing machines & tumble – Iron & Ironing board
Launderette, dryers, ironing facilities
Courtesy Rooms : Changing rooms with showers for late departures
Parking area
Conference Room
Club Room
Mini Market





Mayfair Hotels

2019 - Sustainability Report

OUR EMPLOYEES

Mayfair hotel accommodates approximately 550 guests during the summer season with a team of around 120 employees. Employees are mainly local staff with a small number of foreign staff members employed in each department in order to cover the different language needs (i.e. Russian).

Labour and human rights, as well as the welfare of our people is at the top of our priority list as we believe that we can only materialize our business targets through our employees by:

- Training and empowering them to take action
- Providing them with opportunities for career development
- Providing them with rewarding and secure employment
- Building trust and mutual respect
- Showing integrity in our actions, as well as in our words
- Encouraging open communications, honesty, and support for each other.

The human rights are respected in accordance with the collective agreements with the unions, the applicable legislation and our code of practice. We support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate.

These very good employment conditions resulted in employee satisfaction, high employee loyalty and very low employee turnover. We present below some employee statistics:

EMPLOYEE BREAKDOWN

	2018	%	2019	%
Total Employees	96	100	107	100
Male Employees	35	36.46	43	40.19
Female Employees	61	63.54	64	59.81
Local Staff	63	65.62	72	67.29
Other Nationalities	33	34.38	35	32.71
Replaced				
Retired				



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- **TARGET** : To support the local society by keeping the number of local Staff above 70% of the total workforce
To keep the employment of women at the hotel high.

TRAINING COURSES ANALYSIS									
	Culture		Skills		Health & Safety		Social & Enviromental		TOTAL
	NO	HRS	NO	HRS	NO	HRS	NO	HRS	
2018	1	8	3	24	3	24	2	16	9 72
2019	4	32	3	24	4	32	3	24	14 112

- **TARGET** : To keep the training hours above 100hrs per year
To increase the social and environmental Subject by 20%

It is well known that one of the most stable pillars of success is our loyal and professional employees, who we take great pride off. As a company of soul, knowing their needs, we try to meet and exceed their expectations in the best way possible:





Mayfair Hotels

2019 - Sustainability Report

SUPPORT LOCAL COMMUNITY AND CULTURE

- Greek-Cypriot dancing performances
- Greek-Cypriot theme night in our restaurant
- Local events Promotion (local concerts, theater plays, local feasts & celebrations etc.)
- Support of local excursions/shops and sights to our guests
- Encourage our guest and employees to contribute to nonprofit organizations in our community such as Animal Welfare and American Hospice by locating donation boxes at the reception bench,
- Whenever renovations take place, furniture, equipment and other various materials are given to members of the society or organizations in need
- We provide our conference rooms for meeting of nonprofit organizations like the Ladies Circle
- We support our local football team with free lunches or stays
- We make available to our guests and employees the urban buses schedule in order to facilitate their movement in Paphos and at the same time reduce pollution from CO₂ emissions,
- We are employing as many employees as possible from the local community
- We support our local suppliers by purchasing products for our food and beverage outlets.
- We have adopted a purchasing policy with sustainability criteria trying to increase the local value and the sustainability supply chain
- We have a close cooperation with the local community, town hall and local organizations

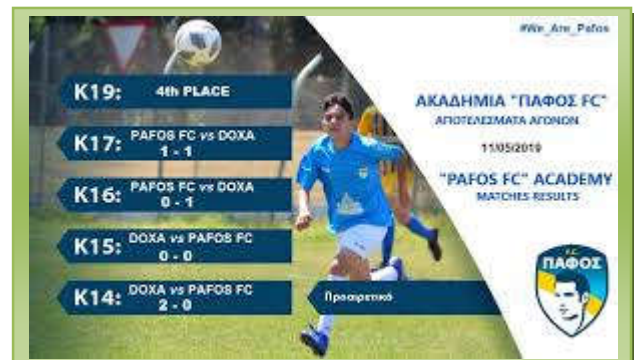
Donations from Hotel & guests

2018

- ❖ PAFOS FC
- ❖ THE FRIENDS HOSPICE
- ❖ PASYKAF
- ❖ LADIES CIRCLE

2019

- ❖ PAFOS FC
- ❖ THE FRIENDS HOSPICE
- ❖ PASYKAF
- ❖ LADIES CIRCLE





Mayfair Hotels

2019 - Sustainability Report

OUR SUSTAINABILITY MANAGEMENT SYSTEM

The staff and management at the Mayfair Hotel are proud to be an environmentally caring hotel. We believe in the protection, preservation and enhancement of our environment through good sustainable management plans, within a program of continuous improvement.

ENVIRONMENTAL AND SOCIAL ISSUES

Mayfair hotel showcasing high levels of environmental consciousness and social awareness, which never misses the opportunity to prove its strong commitment to protecting our home: The earth and its people.

Committed to minimize and make the best out of the hotel's impact and interaction with the local environmental, social, economic and cultural structures existing in the island of Cyprus. The hotel is determined and takes specific action, in order to positively contribute to the protection and preservation of the environment and cultural heritage.

Realizing the importance and the unbreakable relationship between tourism and environment, we created the following policies for both the local community and the environment in general

- Environmental policy
- Social policy
- Anti-Discrimination Policy / Equality policy
- Human Resource Policy
- Health & Safety Policy
- Accuracy Policy
- Purchasing Policy
- Safeguarding Children Policy
-

Our waste management for the time being is based on the following actions:

- Daily control of the swimming pools in order to use the minimum amount of chemicals and other substances
- Minimum use of chemicals in garden area and housekeeping department
- Support the local transport by providing information to our guests
- Strive to reduce the use of water and energy, and to re-use and recycle resources consumed during our activity, where possible
- All used batteries, lamps, electronic materials, and cooking oils are handed over to an authorized company for recycling.
- Regular maintenance & training on the equipment at the beginning of each season towards efficient energy use
- Encourage the development and integration of sustainable technologies
- Include customers, partners, suppliers in our efforts to protect the environment





Mayfair Hotels

2019 - Sustainability Report

- Large jars of jam and honey for breakfast has eliminated the serving of small jam and honey portions
- A4 white paper is recycled by using the blank side for scrap and for internal photocopies
- As far as possible, our preferred suppliers are those that have recycling containers for their goods
- Torn linen and towels are used for cleaning purposes
- We have developed further our internal recycling system and the waste is separated in three main streams (glass, PMD–plastic, tetra pack and paper) and is disposed in special dustbins provided and processed by.
- The Hotel is connected with the public sewage system for waste water.
- The Hotel tries to plant many endemic plants that do not need a lot of water, palm trees, bougainvillea etc.
- The hotel has developed a system for the linen and towel change in which the guests are in control. They actively participate by informing the chambermaid when they would like their linen or towels to be changed.
- Constant on-the-job training of all staff members, especially the kitchen, housekeeping, and maintenance, on how and why water should be saved.
- Nearly all lamps have been replaced with low energy and LED-lamps.
- ALL balcony doors and nearly all common areas windows were replaced with double glazing, thus achieving a much better thermal insulation
- Whenever possible we have a group of lights on a time switch
- All refrigerators are equipped with a thermometer and their temperature is recorded twice a day to rectify any deviation from the standard.
- A solar system to provide hot water for the guest rooms has been installed. The system has significantly reduced the oil consumption during the winter months and has completely eliminated the use of during the summer months
- All food storage areas are checked daily for tidiness, cleanliness and that each food item (meat, fish, dry goods etc.) is stored the appropriate place and at the right temperature.
- Our guests are encouraged to use public transport. Information about bicycle renting and time tables of the local buses is available at the reception. A large majority of our guests are transferred from and to the airport by coaches
- The water from the reserve tanks and the closed and opened water systems are analysed monthly for its quality and bi-annually for Legionella disease.
- Key staff members are trained on giving first aid.
- All public toilets are equipped with soap dispensers





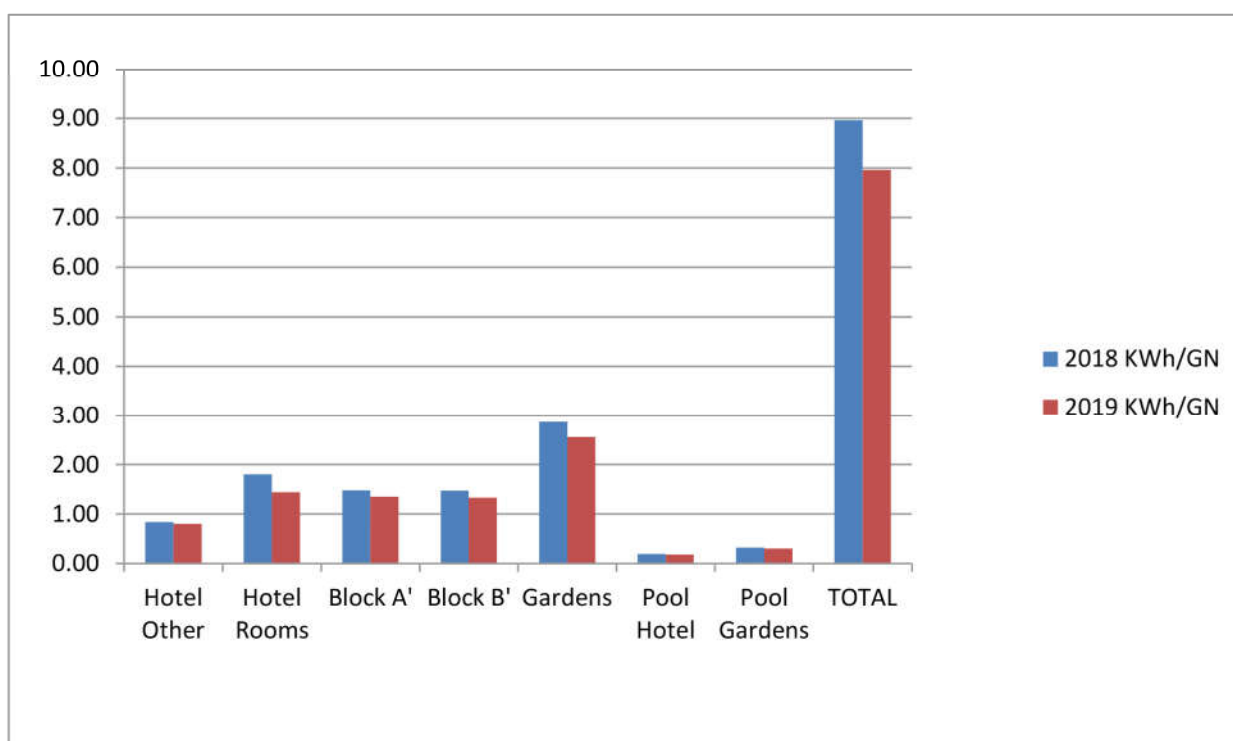
Mayfair Hotels

2019 - Sustainability Report

EVALUATION OF ELECTRICITY CONSUMPTION PER AREA/ PER GUEST NIGHT

AREA/ YEAR	2018		2019	
	KWh/GN	%	KWh/GN	%
Hotel Other	0.84	9.0%	0.80	10.0%
Hotel Rooms	1.80	20.0%	1.44	18.0%
Block A'	1.48	17.0%	1.35	17.0%
Block B'	1.47	16.0%	1.33	17.0%
Gardens	2.87	32.0%	2.56	32.0%
Pool Hotel	0.19	2.0%	0.18	2.0%
Pool Gardens	0.32	4.0%	0.30	4.0%
TOTAL	8.96	100.0%	7.96	100.0%

End of 2017 we started the energy saving programme and completed end of 2018 (new windows, isolation of the building etc.). Beginning 2019 we also replaced and added more cold room and freezers, but with less consumption than old ones.



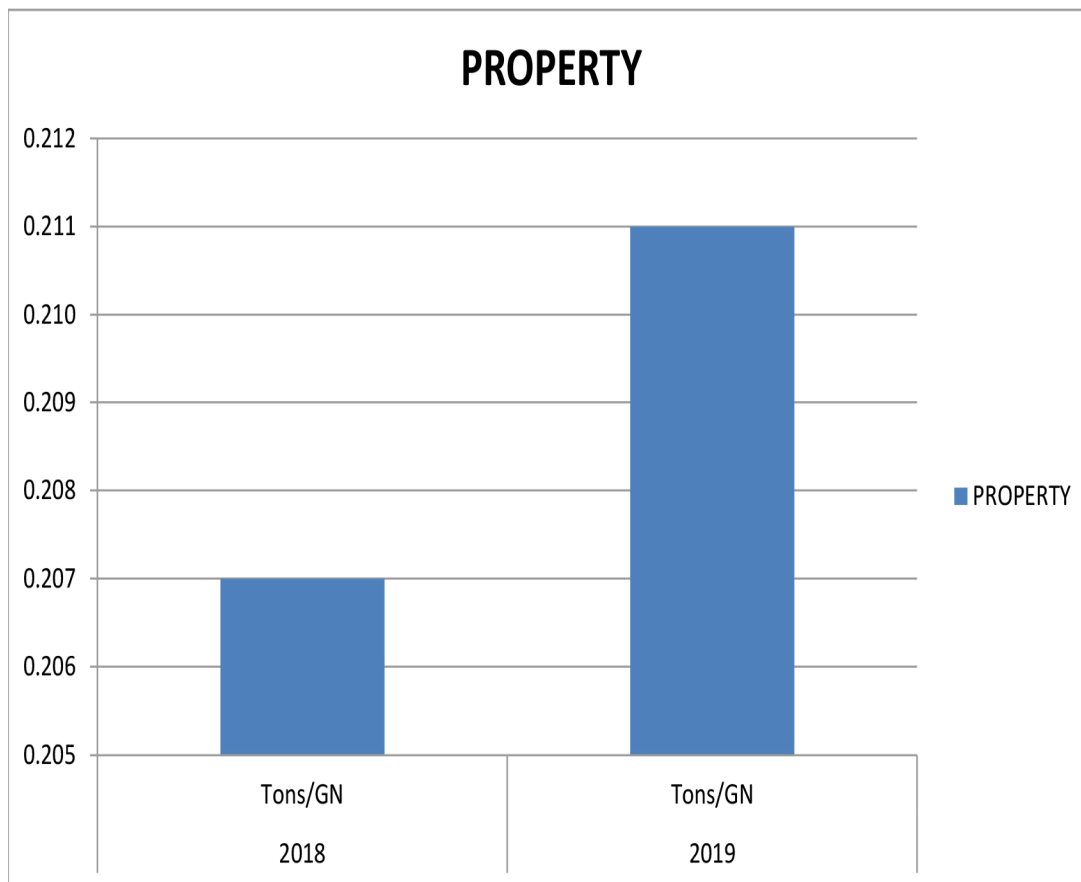


Mayfair Hotels

2019 - Sustainability Report

EVALUATION WATER CONSUMPTION PER GUEST NIGHT

AREA/ YEAR	2018		2019	
	Tons/GN	%	Tons/GN	%
PROPERTY	0.207	100.0%	0.211	100.0%
TOTAL	0.207	100.0%	0.211	100.0%





Mayfair Hotels

2019 - Sustainability Report

EVALUATION OF DIESEL/ PELLET CONSUMPTION PER AREA/ PER GUEST NIGHT

AREA/ YEAR	2018		2019	
	KWh/GN	%	KWh/GN	%
Hotel	6.90	183.0%	6.10	203.0%
Block A'	3.90	103.0%	2.85	95.0%
Block B'	3.86	102.0%	2.78	92.0%
Gardens	2.12	56.0%	1.76	58.0%
TOTAL	3.78	100.0%	3.01	100.0%

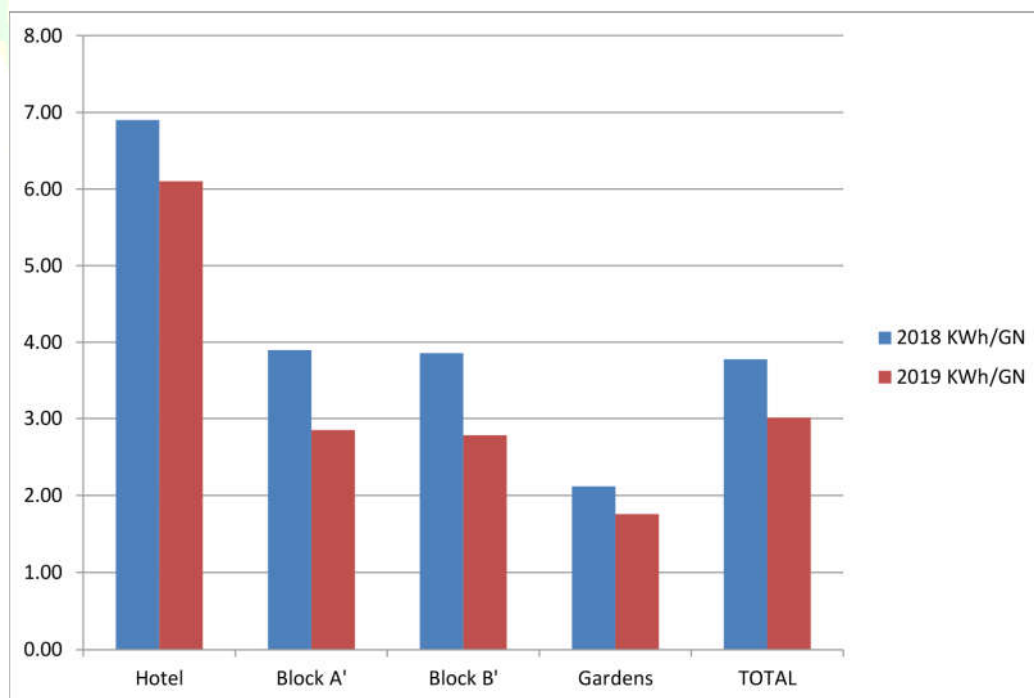
End of 2017 we started the energy saving programme and completed end of 2018 (new windows, isolation of the building etc.). Pellet was also included in this programme. As we have used Pellet & Diesel for Heating/ Hot Water, we change both to KWh so we can have actual consumptions.

1 Lt Diesel equals 10.5 KWh

1 Kg Pellet equals 4.9 KWh

Hotel per Guest Night is high because it includes Kitchens, Bars, Laundry Restaurant, Lobby Restrooms etc, practically the consumption of the whole main building with only 50 rooms.

In Gardens is the lowest as we have big roof with many solar panels.



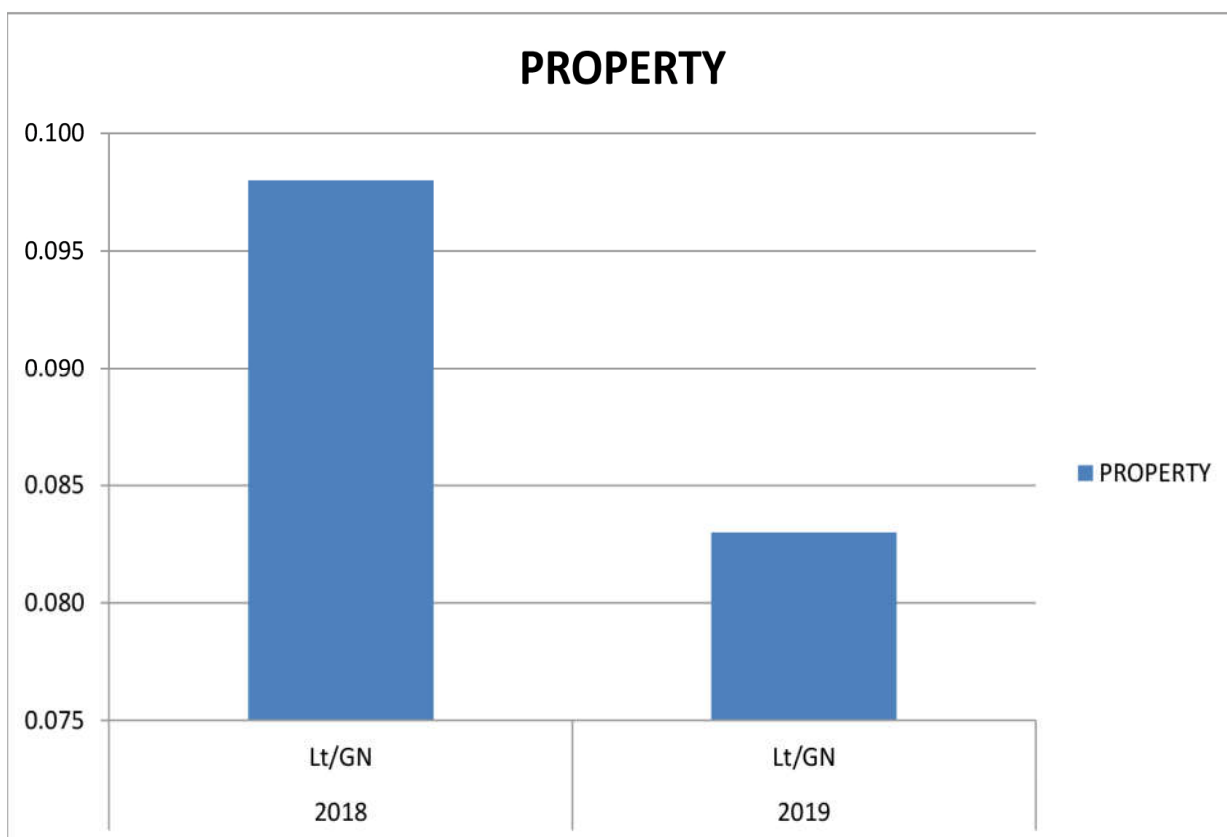


Mayfair Hotels

2019 - Sustainability Report

EVALUATION LPG CONSUMPTION PER AREA/ PER GUEST NIGHT

AREA/ YEAR	2018		2019	
	Lt/GN	%	Lt/GN	%
PROPERTY	0.098	100.0%	0.083	100.0%
TOTAL	0.098	100.0%	0.083	100.0%





Mayfair Hotels

2019 - Sustainability Report

POLICY STATEMENT

MAYFAIR HOTELS demonstrate a firm and steady commitment in providing high quality services with an aim to satisfy the needs and expectations of our valued guests by ensuring that:

We are fully committed to our actions, we are proud of who we are and what we stand for. We work as a team to be of service to our guests, employees, local community, and owner.

Our services, and facilities are designed and operated to consistently provide the highest quality, food safety and hygiene, social responsibility, environmental, and health and safety standards that will satisfy the needs and expectations of our guests, the local community, and related legislation.

Our continuous efforts and planning will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, safety, comfort and reliability for the benefit of our guests, our business, the local community, and the environment.

Qualitative and quantitative targets are set and monitored in all areas in order to continually improve the effectiveness and suitability of the integrated management system in operation and the minimization of the impact of our operations to the environment and local community.

Ongoing training and development of our employees for quality, food safety, environment, health and safety, and social responsibility issues is in place. Our employees are encouraged to participate in the decision making and our improvement efforts.

We encourage a sense of responsibility, fair treatment among our employees and we integrate quality, food safety, environmental, social responsibility, and health and safety aspects into our day-to-day operations.

We cooperate with the public authorities to establish and update contingency procedures to minimize the environmental and health and safety impacts of any accidental discharges.





Mayfair Hotels

2019 - Sustainability Report

Goals for next year:

- ❖ Reduction of Energy consumption by 5%
- ❖ Reduction of water consumption by 5%
- ❖ Reduction of waste by 5%
- ❖ Increase the materials recycling
- ❖ Increase of training hours
- ❖ Keep the local staff at 90%
- ❖ Keep the women employees at high levels
- ❖ Raise staff and guest awareness on social and environmental issues through staff training and social activities. Encourage our staff to work for the community
- ❖ Communicate our policies, practices and programs to all our stakeholders
- ❖ Raise staff and guests awareness

However, this is only the beginning .Over the next few years we will address new and major challenges in order to fulfill our vision in responsible and sustainable ways. Our collective efforts will increasingly focus in the areas where we think we can have the greatest impact - creating pathways to opportunities for young people, building stronger and thriving communities and preserving our environment.

We hope to continue getting closer to the ideal leading and socially relevant company with the ambition to continue contributing with our activity to breaking down barriers and fostering socio- economic development of the destination where we operate.





Mayfair Hotels

2019 - Sustainability Report





We truly believe that every action our company take to reduce our environmental footprint is vital . Changing our habits & develop an environmental culture will help protect our planet, but also helps us to add value and grow.

