

**AVANTI HOTELS LTD**

**Sustainability Manual**

**Paphos 2017**

## **Sustainable vision and accreditation targets**

Our vision here at Avanti Hotels is to offer our guests exceptional memories during their value-for-money holiday. Our motto is that a holiday is nothing but an opportunity to make someone's life better. It is extremely important that our guests are able to enjoy their holiday with a clean conscience, that they have positively impacted the environment and local community with their choices. As such, our commitment to sustainability is total, and we see the Travelife Sustainability label as the pinnacle of our ambitions.

By 2017 both of our properties should be able to aim for a Silver award, and our long term aim is to achieve Gold where possible.

## **Management of any policies related to sustainability**

Each Avanti Hotel property has a designated Green Team which is in charge of implementing our sustainability policies and standards. All Department Heads are members of the Green Team and they make sure our sustainability policy documents are publicly available, both to guests as well as staff. Guests (these include suppliers and local communities) are able to view our policies at a designated Eco Spot in the lobby, whereas employees are able to view them in the Staff Canteen. Any sustainability awards achieved by the hotel are also made publicly available at these areas.

In general, the main responsibilities of our Green Team are as follows:-

- Co-ordinate staff training related to sustainability and especially child protection measures.
- Monitor sustainability targets set by the Company.
- Write a Sustainability Report which focuses on the following subjects.
  - Recap of the year's targets (environmental, social, cultural etc.)
  - Evaluation of the year's sustainability performance compared to targets
  - Evaluation of the year's sustainability performance compared to other years
  - Description of next year's targets

The Sustainability Report must be delivered to the General Manager of the hotel in October for final approval. Subsequently it must be made publicly available in a similar way to all other sustainability related policies.

## **Statement assurance of quality, health and safety**

Each Avanti Hotel property operates under the guidance of the Avanti Hotels Sustainability Manuals which are written by the Head Office.

These manuals are updated on a yearly basis and distributed to each member Hotel by the end of March each year.

Several systems are in place to assure the best possible performance of our Hotels when it comes to quality, health and safety. Specific examples are:-

- ISO
- HACCP
- CSQ Scores from Tour Operators
- MV Opinion by external guest surveys
- Online and in-house guest surveys
- Online Management platforms like ifeedback

## Avanti Hotels Sustainability Policy – 2017

Here at Avanti Hotels, we are of the belief that CONSUMPTION is at the heart of every environmental challenge which our planet is currently facing. We are talking about consumption of electricity, fossil fuels, water, food and land, to name but a few elements. By following the worldwide developments on sustainability, we have noticed that to tackle the problem a very widespread strategy must be in place; a strategy which has many facets and branches. We feel that this is a reason why as humans, we have failed to tackle the problem; there are too many variables and too many 'to do lists' which instead of motivating us, actually quash our enthusiasm. We need a simple and effective strategy, a one-size-fits-all movement that requires only a fraction of the effort any of us could imagine. This is the problematic that we as Avanti Hotel have pursued over the past few years. Surely, we said, there must be something simple yet widespread, that every single one of us can afford to do?

Finally we have discovered the solution: none other than reducing our dependence on animal products (livestock). For the first time ever, mainstream blogs, books and studies have been published, stating the obvious when it comes to livestock; **that one of the biggest contributors to climate change is, in fact, the food we eat.** It has emerged the 18% of the world's greenhouse gases are a by-product of worldwide livestock production to feed our never-ending appetite for animal products. By comparison, worldwide transport (sea, land and air, COMBINED) only accounts for 14% of the world's greenhouse gases. **So yes, what we eat and how often is detrimental to our planet.** Far more so than our household consumption of water, electricity or fuel. Here are some more facts\*:

- If every meat eater in the United States alone swapped just one portion of chicken per week for a vegetarian meal, it would be the CO2 equivalent of taking 5.000.000 cars off the road
- By avoiding meat one day every two months you save more water than if you didn't shower at all for those two months.
- A meal of soy beans can be cultivated with only 4% the energy required to cultivate a meal of beef.
- A 2.5 acre piece of land could produce enough plant based food for the entire life span of 20 people; the same piece of land could produce enough animal products for only one person, therefore the implications on land use from a meat-based diet are huge.
- A cow can feed 1.000 people with it's flesh, yet the grains used to raise the cow for the meat could have fed 128.000 people instead; this means that every steak we have comes at the expense of 128 portions of food for children dying of hunger.

These stats are shocking and though energy, land, water and fuel are also used for plant based foods as well, the consumption required is nowhere near as high as meat. The solution is therefore simple: reduce our dependence on our livestock, and we will reduce our impact in on the environment, at a faster rate than anything else we do. Avanti Hotels is therefore proud to support the worldwide initiative to reduce consumption of meat, called Meatless Monday ([www.meatlessmonday.com](http://www.meatlessmonday.com)). By so doing, we aim to educate our guests about the impacts of their food choices on the environment, without however reducing the quantity, quality and variety of our meat based dishes. We will simply re-invent and re-enforce our vegetarian options so that those who wish to adopt the Meatless Monday campaign during their stay, will be able to do so in a creative, tasty and stomach-filling way. Avanti Hotels promises to measure it's consumption of meat from this point on so that in one year's time we will be able to tell you what we have achieved, together. Should you wish to follow the Meatless Monday campaign from home as well, please visit their website for resources and tips on how to adopt the campaign in your daily life. Some more information of Meatless Monday is also attached to the back of this policy statement.

Our adoption of the Meatless Monday campaign is not the only initiative Avanti hotels will follow from now on. Meatless Monday may be the focal point of our campaign however we will also focus on smaller points which are easily measurable. Specifically, we aim to:

- Reduce our consumption of water by giving guests the choice of not washing their bathroom towels every day. Should guests not wish to have their towels washed, these should be left hanging on the rails rather than lying on the floor or in the bathtub.
- Reduce our consumption of plastic by a) Installing dispensers where possible to serve water rather than serve it in plastic bottles, b) replace personalized bathroom amenities with soap and shampoo dispensers.
- Reduce our consumption of food packaging by buying more products in bulk than we did up to now; for example if we refrain from buying portioned jams and instead buy in larger packages.
- Recycle as many types of material as possible e.g. paper, glass, tin, etc.
- Reduce our consumption of electricity through a variety of tactics like installing movement sensors in public area toilets, turning off when not required, using magnets to switch electricity on and off in rooms etc.
- Reduce our consumption of endangered fish species by removing them from our menus entirely e.g. eel, tiger, king prawn, halibut, marlin, scampi, langoustine, blue fin and tuna. For more information on the Marine Conservation Society please visit the website [www.mcsuk.org](http://www.mcsuk.org).

Avanti Hotels is very proud to finally be launching it's environmental campaign, and we hope that we will have your complete support in doing so. Especially the Meatless Monday campaign which is very important to us, and we hope that with your help we will see a decrease in meat consumption in both of our hotels. We have chosen this campaign because we feel that it is simple for us all to follow, while simultaneously having the potential for wide-scale environmental benefits. To rubber stamp our commitment to the Travelife Sustainability Label. This label encourages hospitality organizations to engage in holistic approach involving environmental, social and community related criteria. For more information on the label please visit our website under [www.travelife.org](http://www.travelife.org).

## **Employee Policy**

One of our core values here at the Avanti Hotels is 'respect for our staff'; it is therefore only normal that we draft a policy which highlights our commitment to the cause. Everyone at Avanti Hotels earns a wage following local labour laws, which is payable in a correct and timely fashion at the end of each month. We offer our employees all the benefits which they are entitled to by law, eg social insurance, time off, annual leave, correct working hours etc, as well as some additional benefits like free meals during working hours, uniforms, on the job training etc. We take the utmost care to provide a safe and healthy environment for our staff to work in and believe in the virtue of equal opportunity when it comes to promotions. We try to promote from within the Company and it is extremely rare that we resort to recruiting someone externally before considering somebody from within. Any form of sexism, racism and discrimination are not tolerated at Avanti Hotels and any member of staff who may experience anything of the sort is encouraged to come forward to their supervisor. This is evident when one takes a look at our management structure; people of all ages, sex and backgrounds currently hold supervisory positions within the Company and have been with us for several years. When recruiting nationality is never an issue provided an employee has the necessary paperwork which allows them to work in this country.

Nevertheless, we try to give as many opportunities as possible to employees from the local community. This increases the possibility of the money being spent in the community, and also an encouragement for local residents to stay within the community, rather than seeking employment of it.

Avanti Hotel is extremely sensitive in helping younger generations with their first steps in the industry. Specifically, we make a strong effort to recruit young talents and to give them an opportunity within our hotels. It is extremely important to show our support to this part of society, especially because they have been hit heavily with unemployment in the last few years. Additionally, Avanti Hotels has created strong relationships with international hospitality universities and avails several operational internships each year. We firmly believe in succession within this great industry and, as with home-grown persons, are willing to spend money, time and effort to help young professionals further their careers in the sector. These youngsters will be the basis of our profession in the future and we have a vital role to play in the career paths they will follow. They will hopefully be the hospitality leaders of tomorrow so we consider it our duty to give them an opportunity to showcase work on their talents. In addition to internship program our Company offers Significant Management Training opportunities to young professionals, because this is the segment which suffers most from unemployment. More specifically, we have recruited five Management Trainees this year, all of whom are under 25 years old.

All our staff are given an orientation program upon arrival and are introduced to the policies, procedures and manuals of our Company. They are given continuous feedback on the job they do and our aim is to help them further their skills and careers by training them on duties, hygiene, health & safety, the environment etc. They have the opportunity to express their ideas about the operation of the business by writing them in an Idea Box which is in the staff offices. All of the above are the reason why our staff turnover is low; most of our staff have been with us for many years and this is testament to the respect we show them. Their welfare is of prime importance to Avanti Hotels and we will continue to treat them with the respect their human rights deserve. We believe in mentorship and this is management technique we employ when developing our staff.

## **Community Integration Policy**

At Avanti Hotels we understand that our existence coincides with the sustainability of our local communities, hence we consider it our obligation to help them where we can. For example we have created a Travel Guide which describes the destination and we actively encourage guests to visit the vicinity of our hotels. We showcase several local productions within our hotels, with the aim of creating extended interest in local businesses.

Examples include:

- At breakfast we showcase an array of local products, some of which are sold also in local Kiosks / Supermarkets
- We serve a traditional lunch every day with authentic food from our grandmother's recipe books
- We have a local dance show and theme evening at least once a week so that our guests can better understand our customs and culture
- We promote local drinks (alcoholic and non-alcoholic) within our hotels hoping that guests will take an interest in the product themselves
- We grow our own herbs so that a proportion of the food we use can come from as close to our hotels as possible
- We allow local suppliers to visit our hotels free of charge and display their products to our guests
- We allow the local community to make use of such facilities as conference rooms, fitness centre and restaurants, at a charge.

By actively engaging in so many local initiatives, we hope to create and extended interest in our culture which will hopefully materialize in purchases of local products by our visitors. Such sales could take place in shops outside our hotels and there could even be an interest to visit local producers and attraction during daytrips.

Avanti Hotels is also very sensitive to poverty within the local community so from this year, we have decided that any unused linen and towels will be sent to families in need. Each hotel will be responsible for finding a local charity of their choice to deliver the linen and towels, which will then be dispersed where necessary. Each hotel is also actively involved with community environmental initiatives, and cooperates with the local community on any significant local issue.

## **Child employment policy**

Avanti Hotels is adamant that nobody under the age of 18 being employed in our hotels. The only exception to this rule may occur for local students who seek temporary training for a few months in the summer. Even so, these students are under the strict supervision of their schools and not younger 16 years old. We are committed to enforcing child labour laws and to respecting children's rights. The latter is also applicable to children guests and we are adamant about protecting them from any form of exploitation, including sexual exploitation. All suspicious activities regarding children will be reported to the local authorities, whether they originate from guests or employees.

## Donations

In recent years Avanti Hotels has donated the following to the local community.

- Permanent supply of food and clothes to Social Markets in Paphos
- Offer of second hand linen and equipment, free of charge, to families in need, and also to the military.

## Environmental Management

### Energy

- Energy consumption must be measured daily, weekly and monthly and must be done for electricity, gas and petrol
- Consumption must be calculated in KWh per room night
- Consumption must be comparable to consumption of previous years
- Avanti Hotels has targeted a reduction in electricity consumption of 3% compared to last year
- Avanti Hotels has targeted a reduction in gas consumption of 3% compared to last year
- Avanti Hotels has targeted a reduction in petrol consumption of 3% compared to last year
- An effort must be made to determine the exact sources of energy consumption e.g. lighting, equipment etc.

### Water

- Water consumption must be measured daily, weekly and monthly
- Consumption must be calculated in litres per room night
- Consumption must be comparable to consumption of previous years
- Avanti Hotels has targeted a reduction in water consumption of 3% compared to last year

### Solid waste

- Solid waste must be separated into recyclable / non-recyclable according to local authority guidance (e.g. glass, paper, cardboard, plastic, metal, production food waste, scrapings, food waste, buffet return waste, expired food waste)
- Each of the above must be measure daily, weekly and monthly
- Consumption must be calculated in kg per room night
- Consumption must be comparable to consumption of previous years
- Avanti Hotels has targeted a reduction in solid waste of 3% compared to last year
- Consumption must be measured monthly
- Consumption must be calculated in kg per room night
- Consumption must be comparable to consumption of previous years
- Avanti Hotels has targeted a reduction in consumption of 5% compared to last year