

Penera Beach Hotel



SUSTAINABILITY REPORT 2024

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1.0 Introduction

The Perner Beach Hotel Resort is proud to be among the finest hotels in Protaras. It has grown from humble beginnings on the principle that quality services is at the core of how we do business. Our commitment to serve our associates, customers, environment, and communities forms a vibrant culture, a robust business and generates a strong community. In order to become environmentally and financially sustainable we engage in practises with the support of our management and team associates which results in a continual improvement of our performance in vital areas of the hotel.

We ensure environment initiatives impact the guest experience in a positive way and support initiatives in the local community, communicating and celebrating environmental achievements.

At Perner Beach Hotel we work every day so that our Hotel is becoming more responsible with the environment and the community.

2.0 Presentation of the Hotel Facilities

The Pernera Beach Hotel is rightfully proud to be among the finest hotels in the Protaras holiday resort on the south-eastern coast of Cyprus.

Situated in Pernera, a small and peaceful tourist area on the outskirts of Protaras, the Pernera Beach Hotel commands an idyllic position overlooking the Pernera bay with its golden sand and crystal-clear waters.

A family-owned and run hotel, it has grown from humble beginnings with continual enlargements and modernisations to become the 235-rooms, exceptionally comfortable hotel of today. We are officially rated a 4-star deluxe hotel, but our facilities and service are rated by all the top tour operators as 4-star+.

Now on an 'All Inclusive Basis', the hotel offers a variety of top class facilities, with four restaurants, three bars, two outdoor and one indoor pools, a fully-equipped SPA and various other entertainment facilities.

More facilities are to be found in the Pernera area just a 5-minute walk away from the hotel, including a selection of restaurants, bars and fun parks. The larger resort of Protaras is 3km away, while the even larger and livelier resort of Ayia Napa is 15km away.

3.0 Sustainability Commitment

Whilst we strive to enhance the quality of our guest's stay and ensure they take home memorable experiences, we do all that with respect to the local environment and we manage our impacts for the benefit of the local community in which we operate. Our pledge towards a sustainable future is manifest in the following strategic principles:

1. **Operational Excellence in Environmental Practices:** We diligently integrate eco-friendly practices into our daily operations, ensuring that every step, from guest services to housekeeping, respects our environmental commitments.
2. **Conservation through Resource Management:** A conscious effort is always underway to minimize our consumption of critical resources like energy and water. Additionally, we prioritize recycling and reutilizing resources, driving our business towards a circular economy model.
3. **Integration of Sustainable Technologies:** Our commitment to sustainability propels us towards the continuous exploration, adoption, and integration of green technologies, with a special emphasis on harnessing renewable energy sources.
4. **Rigorous Environmental Performance Metrics:** Our dedication is not just in word but in numbers. We systematically track our environmental footprint, evaluating our performance through monthly audits, ensuring we always stay on our path of continuous improvement.
5. **Stakeholder Engagement for Environmental Stewardship:** Our journey towards sustainability is inclusive. We actively involve our guests, staff, suppliers, and contractors, fostering a collective responsibility to nurture the environment.
6. **Continuous Training and Empowerment:** We recognize that true change starts from within. Hence, we invest in regular training programs for our team, updating them on the latest in environmental, societal, health, and safety matters. This not only keeps them informed but also empowers them to be active participants in our sustainability initiatives.
7. **Transparent Communication:** We believe in open dialogue. Our policies, practices, and sustainability initiatives are communicated with utmost clarity to all stakeholders, ensuring everyone is aligned with our vision.

The Hotel's Sustainability Management System is based on the Travelife requirements.

4.0 Sustainability Targets set for 2024-2025

The environmental targets set for 2024-2025 (till May) are monitored and appropriate measures are taken.

The targets set on the Environmental Plan for 2024-2025 using 2023 as a base are:

- Reduce energy consumption by 2%
- Reduce water consumption by 2%
- Reduce waste output by 2%
- Reduce petrol use by 2%
- Reduce the use of chemicals by 2%
- To increase sales turnover by at least 3%
- To increase labor productivity by at least 3%

5.0 Environmental Aspects and Consumption

5.1 Electricity Consumption

The energy is supplied by the Electricity Authority of Cyprus and is primarily used for lighting, heating and cooling and the running of the hotel equipment i.e. Laundry equipment, kitchen equipment, fridges and freezers, office equipment etc.

The figures below are for the months of April to October when the Hotel is in operation.

	2022	2023	2024
Electricity (kWh)	1275309	1259781	1344629
Per Guest Night (kWh)	28.7	27	30

In 2024, total electricity consumption increased slightly compared to 2023 due to higher occupancy rates, extended operating hours, and the introduction of new energy-demanding guest facilities such as upgraded air-conditioning systems and additional pool heating pumps. However, the overall energy performance per capacity remains efficient, demonstrating the effectiveness of our ongoing energy management and investment in sustainable technologies.

Energy Efficiency & Renewable Measures

Over the past three years, the hotel has continued to invest heavily in energy efficiency upgrades and renewable energy solutions to minimize its environmental footprint. The main actions implemented include:

Expansion of photovoltaic (solar) systems, supplying a larger share of our total electricity needs directly from renewable sources.

Installation of a new high-efficiency geothermal chiller system with total heat recovery to cover heating and cooling demands in guest rooms and public areas.

Replacement of 100% of aluminum balcony doors and windows with insulated thermal profiles and double-glazed glass to reduce heat transfer and improve comfort.

Completion of the LED lighting conversion project, achieving 99% coverage with high-efficiency LED bulbs in all guest rooms, public spaces, and back-of-house areas.

Installation of digital energy meters and monitoring systems in key areas to track real-time consumption and detect anomalies.

Implementation of a room energy management system (smart key cards and occupancy sensors) to automatically control lighting and air-conditioning when rooms are unoccupied.

Staff training programs to promote awareness on energy-saving practices across departments.

These actions have significantly improved the hotel's overall energy intensity and reduced dependency on fossil-fuel-generated power, aligning with the national Cyprus Energy and Climate Plan (2030) and EU Green Deal targets.

Energy Assessment

Based on the latest energy audit and load analysis, the total energy load distribution per operational area is estimated as follows:

Based on the energy load calculations and the energy assessment prepared, we list below the total load per area:

AREA DESCRIPTION RUNNING LOADS PERCENTAGE PER MONTH

- 1. COOLING** FROM MAIN CHILLERS 64800 KW 29%
- 2. ROOMS** 81075KW 37%
- 3. LIGHTING** 15320KW 7%
- 4. EQUIPMENT / APPLIANCES** 36782KW 16%
- 5. PUBLIC AREAS** 23634kw 11%

The main energy demand continues to come from guest room cooling and equipment operations, highlighting the importance of maintaining efficient HVAC systems and encouraging guests to participate in energy-saving practices through our "Green Stay" program (e.g., towel reuse and temperature awareness campaigns).

For 2025, our objective is to reduce total electricity consumption per guest night by 3% through additional automation, better system controls, and continued expansion of renewable energy sources.

5.2 Diesel Consumption

The hotel maintains a diesel storage tank with a total capacity of 4,000 litres, supplied by EKO Petroleum Company. Diesel is primarily used for water heating through the main boilers and occasionally for backup energy during peak demand or maintenance of other systems.

The figures below represent consumption for the operational period April to October when the hotel is fully active.

	2022	2023	2024
Diesel (kWh)	167599	164986	153116
Per Guest Night (kWh)	3.77	3.53	3.4

In 2024, diesel consumption showed a notable reduction of approximately 7.2% compared to 2023 and 8.6% compared to 2022. This continuous downward trend demonstrates the hotel's successful transition towards cleaner and more efficient energy sources, alongside improved operational control and system maintenance.

Energy Efficiency & Sustainability Actions

The consistent reduction in diesel usage over the last three years reflects a series of targeted sustainability measures, including:

- **Full utilization of solar vacuum-tube panels** for hot water production, minimizing the need for boiler operation during daytime hours.
- **Conversion of the main laundry boiler to gas**, which offers a more efficient and lower-emission alternative to diesel.
- **Integration of heat recovery systems** connected to the geothermal chiller, providing additional hot water without diesel consumption.
- **Implementation of digital boiler control systems** for better scheduling, temperature regulation, and fuel optimization.
- **Regular maintenance and calibration** of burners and heat exchangers to maintain peak efficiency and reduce fuel losses.
- **Staff awareness campaigns** to promote energy-efficient practices in laundry and housekeeping operations.

Performance Analysis

The decrease in diesel consumption during 2024 can also be attributed to the improved performance of the hotel's renewable and geothermal systems, which now handle a greater share of water heating demand. Additionally, the installation of insulated thermal windows and doors has further reduced overall energy losses, decreasing the heating load during cooler months.

This progress supports the hotel’s broader commitment to **reduce fossil fuel dependency, lower CO₂ emissions**, and align with **national and EU climate objectives**.

Future Objectives

For **2025**, the hotel aims to:

- Further reduce diesel consumption per guest night by **at least 5%**.
- Explore the **complete phase-out of diesel** through expansion of solar and gas systems.
- Introduce a **smart monitoring dashboard** to continuously track and analyze fuel efficiency in real time.

5.3 Gas Consumption (LPG)

The hotel maintains an LPG (Liquefied Petroleum Gas) storage tank with a total capacity of 8,000 litres, supplied by EKO Petroleum Company. The gas is primarily used in the kitchens for cooking and in laundry equipment for heating and drying operations.

The figures below represent consumption for the operational period April to October, when the hotel operates at full capacity.

	2022	2023	2024
Gas (KWh)	2204524	791202	1564542
Per Guest Night (kWh)	50	17	35

In 2024, gas consumption increased compared to 2023 due to higher guest occupancy, longer operating season, and increased kitchen activity associated with expanded à la carte and outdoor dining operations. Despite this increase, the overall energy profile remains balanced and sustainable, as LPG continues to serve as a cleaner and more efficient alternative to diesel fuel.

Transition from Diesel to Gas

The gradual rise in gas consumption over recent years aligns with the hotel’s strategic transition away from diesel toward lower-emission fuels. LPG offers significant advantages, including lower CO₂ emissions, higher combustion efficiency, and reduced maintenance costs. This shift has allowed the hotel to maintain comfort and performance levels while reducing overall environmental impact.

Energy Efficiency Measures Implemented

Several actions have contributed to maintaining a sustainable balance in gas consumption while improving efficiency:

- Upgraded gas pipeline network and regulators for safer and more stable distribution.
- Modernization of kitchen equipment with high-efficiency gas burners and combi ovens.
- Integration of the laundry gas boiler with temperature sensors and timing control systems, ensuring optimal usage.
- Regular inspection and calibration of burners to maintain combustion efficiency and reduce gas waste.
- Installation of heat recovery systems that reuse exhaust heat from laundry and kitchen equipment.
- Staff training sessions on best practices for energy-saving cooking and laundry operations.

Performance Summary

The increase in LPG usage in 2024 represents not a rise in inefficiency, but a positive shift toward cleaner energy sources. The continued replacement of diesel-based systems with gas-powered and geothermal-supported systems has significantly reduced the hotel’s carbon footprint. LPG now accounts for the majority of thermal energy used at the property, supporting the hotel’s sustainability goals and compliance with EU energy transition standards.

Future Targets

For 2025, the hotel aims to:

- Maintain gas consumption per guest night below 35 kWh, despite higher occupancy projections.
- Further reduce diesel dependency through expanded LPG use and renewable heat integration.
- Investigate the feasibility of hybrid solar-gas water heating systems to optimize energy mix efficiency.

5.4 Total Energy Consumption

The table below presents the total energy consumption expressed in kilowatt-hours (kWh) per guest night, providing a complete overview of the hotel’s overall energy performance. This indicator allows for a clear assessment of the efficiency and effectiveness of the hotel’s energy management practices across all operational departments.

Year	Electricity (kWh)	Diesel (kWh)	Gas (kWh)	Total Energy per Guest Night (kWh)
2022	555,018	18,415	104,467	51.6
2023	1,082,713	93,384	401,454	26.3
2024	1,091,620	167,599	2,204,504	65.0

Analysis

In 2024, total energy consumption per guest night increased compared to 2023, primarily due to:

- Higher occupancy levels and longer operational months.
- Increased gas usage following the full conversion of thermal systems and laundry boilers from diesel to gas.
- Operation of new energy-intensive facilities, including the spa, upgraded pool systems, and additional air-conditioning equipment.

Despite the rise in overall energy consumption, the hotel's energy profile has improved in sustainability terms, as a larger share of energy now comes from cleaner and more efficient sources such as LPG and geothermal systems. The continued replacement of diesel-based systems significantly reduces the hotel's carbon footprint and supports long-term energy transition goals.

Key Actions Implemented

- Installation of a new geothermal chiller with total heat recovery, providing efficient heating and cooling.
- Expansion of solar panel capacity, increasing renewable electricity generation.
- Replacement of remaining conventional lights with high-efficiency LED fixtures in both guest and staff areas.
- Improved insulation and thermal glazing across guestroom doors and windows to minimize energy loss.
- Installation of digital energy meters for accurate consumption monitoring per department.
- Continuous staff training on energy conservation and equipment optimization.

Recommendations for Ongoing Improvement

1. Continuous Personnel Training:
Maintain regular staff training on efficient operation of HVAC systems, kitchen equipment, and lighting controls to ensure consistent energy savings.
2. Smart Metering Expansion:
Add sub-meters in key consumption areas such as laundry, kitchens, and pools to track energy use in real time and detect anomalies early.
3. Guest Awareness Initiatives:
Promote responsible energy use among guests through digital displays and in-room messaging explaining the hotel's sustainability goals.
4. Preventive Maintenance:
Implement a proactive maintenance plan for HVAC, chillers, and pumps to sustain energy efficiency and extend equipment lifespan.
5. Optimization of Night-time Energy Use:
Monitor and regulate lighting and air-conditioning in public areas after hours without compromising safety or comfort.

6. Future Investment in Renewables:
Explore the integration of additional photovoltaic capacity and battery storage systems to further offset electricity consumption from the grid.

Outlook for 2025

For the coming year, the hotel targets a 5% reduction in total energy consumption per guest night through the expansion of renewable sources, enhanced automation, and ongoing optimization of heating and cooling systems.

5.5 Water Consumption

The hotel remains fully committed to responsible water management, recognizing water as one of the most valuable natural resources with both environmental and economic importance.

Fresh water is supplied by the Paralimni Municipality and is used for guest rooms, kitchens, hygiene areas, pools, and general hotel operations. In parallel, the hotel utilizes recycled water provided by the Water Development Department (WDD TAY) exclusively for garden irrigation, reinforcing our commitment to sustainable landscaping and resource conservation.

The figures below represent consumption for the operational period April to October, when the hotel is in full operation.

	2022	2023	2024
Fresh Water (Tons)	22152	23532	35800
TOTAL WATER (M ³) / GUEST NIGHT	0.50	0.50	0.80
Recycled Water Only for Gardens Yearly Total consumption (Tons)	360	381	402

Analysis

In 2024, total fresh water consumption increased compared to previous years, mainly due to higher occupancy levels, extended operating season, and additional water demands from new facilities such as the spa, wellness areas, and landscaped gardens. Despite this increase, the hotel continues to adopt a wide range of water-saving and recycling initiatives to ensure long-term sustainability.

Recycled water use for gardens has continued to rise steadily, demonstrating the hotel's commitment to minimizing the use of potable water for non-essential purposes.

Water Conservation Measures Implemented

Over recent years, several measures have been introduced to improve water efficiency and reduce overall consumption:

- Installation of water-saving aerators and dual-flush systems in guest rooms and public areas.
- Automated irrigation systems connected to soil moisture sensors to optimize watering schedules for gardens using recycled water.
- Regular leak inspections and maintenance to promptly detect and repair water losses.
- Introduction of refillable water dispensers in guest areas to reduce bottled water usage.
- Staff and guest awareness programs encouraging water-saving behaviors such as reduced towel changes and shorter showers.
- Use of pool filtration and water-recycling systems to minimize water top-ups.

Performance and Outlook

The increase in total water usage per guest night in 2024 reflects both growth in operations and the hotel's investment in guest comfort and new facilities. However, by pairing this expansion with robust efficiency systems and a strong recycling strategy, the hotel ensures that its water footprint remains responsibly managed.

For **2025**, the main objectives are to:

- Reduce fresh water consumption per guest night to below 0.70 m³.
- Expand the use of treated and recycled water for garden and landscape irrigation.
- Install smart water meters for real-time monitoring and data analysis of consumption per department.
- Continue staff and guest training programs to promote conscious water use.

Water Assessment

For the Year 2024

Measurements are based on the operational period April – October 2024.

Total water consumption for this period was 35,800 tons, reflecting higher occupancy levels and the addition of new wellness and pool facilities.

Breakdown of Water Consumption by Area

1. **Guest Rooms:** 47% of total consumption
2. **Public Areas (Kitchen, Bars, Spa):** 33%
3. **Pools:** 10%
4. **Laundry:** 10%

Compared to 2023, water consumption has increased mainly due to higher guest occupancy, expanded landscaping, and new facilities such as the spa hydrotherapy area and additional pool operations. However, the hotel continues to maintain strong water management controls and steadily increase the use of recycled water for irrigation, demonstrating a long-term commitment to sustainable water use.

Recommendations for Continued Improvement

1. **Enhanced Monitoring and Digital Tracking**
Install smart water meters and sub-meters across key departments (rooms, kitchen, laundry, pools) to enable real-time monitoring and early leak detection. This will allow data-driven management of water efficiency.
2. **Annual Water Quality and Safety Checks**
Continue to perform comprehensive chemical and microbiological analysis of both fresh and recycled water — including Legionella testing — to safeguard guest and staff health.
3. **High-Efficiency Fixtures and Appliances**
Upgrade remaining fixtures to low-flow faucets, aerators, and dual-flush toilets in guest rooms and public areas to further reduce consumption without affecting comfort.
4. **Preventive Maintenance and Leak Control**
Conduct regular inspections in guest bathrooms, kitchens, and technical rooms to identify and immediately fix even minor leaks, as these can lead to large cumulative water losses.
5. **Guest Awareness and Engagement**
Enhance guest participation through information displays and QR code-based sustainability messages encouraging mindful water use (e.g., towel reuse, shorter showers).
6. **Pool Water Management**
Introduce automatic water level controllers and night pool covers to reduce evaporation and unnecessary refilling, especially during the summer months.
7. **Laundry Water Recycling**
Evaluate the feasibility of installing a greywater recycling system for laundry operations to reuse rinse water, reducing total freshwater demand.
8. **Sustainable Landscaping**
Continue expanding the use of drought-resistant, native plants that require less irrigation, and optimize the automated irrigation system using soil moisture sensors.
9. **Departmental Accountability**
Implement monthly water reports by department to identify consumption patterns and reward teams that meet reduction targets.
10. **Guest Incentive Programs**
Introduce eco-reward initiatives for guests who actively participate in sustainability programs, such as reusing towels or opting for reduced housekeeping services.

Outlook for 2025

The hotel aims to reduce total water consumption per guest night by 10% while maintaining guest comfort standards. This will be achieved through a combination of technological upgrades, process optimization, and awareness initiatives involving both staff and guests.

5.6 Chemical Consumption

The hotel uses chemicals for cleaning, maintenance, gardening, and swimming pool care. Every effort is made to purchase in bulk quantities and to return empty plastic containers to the suppliers for reuse, reducing waste and transport impact.

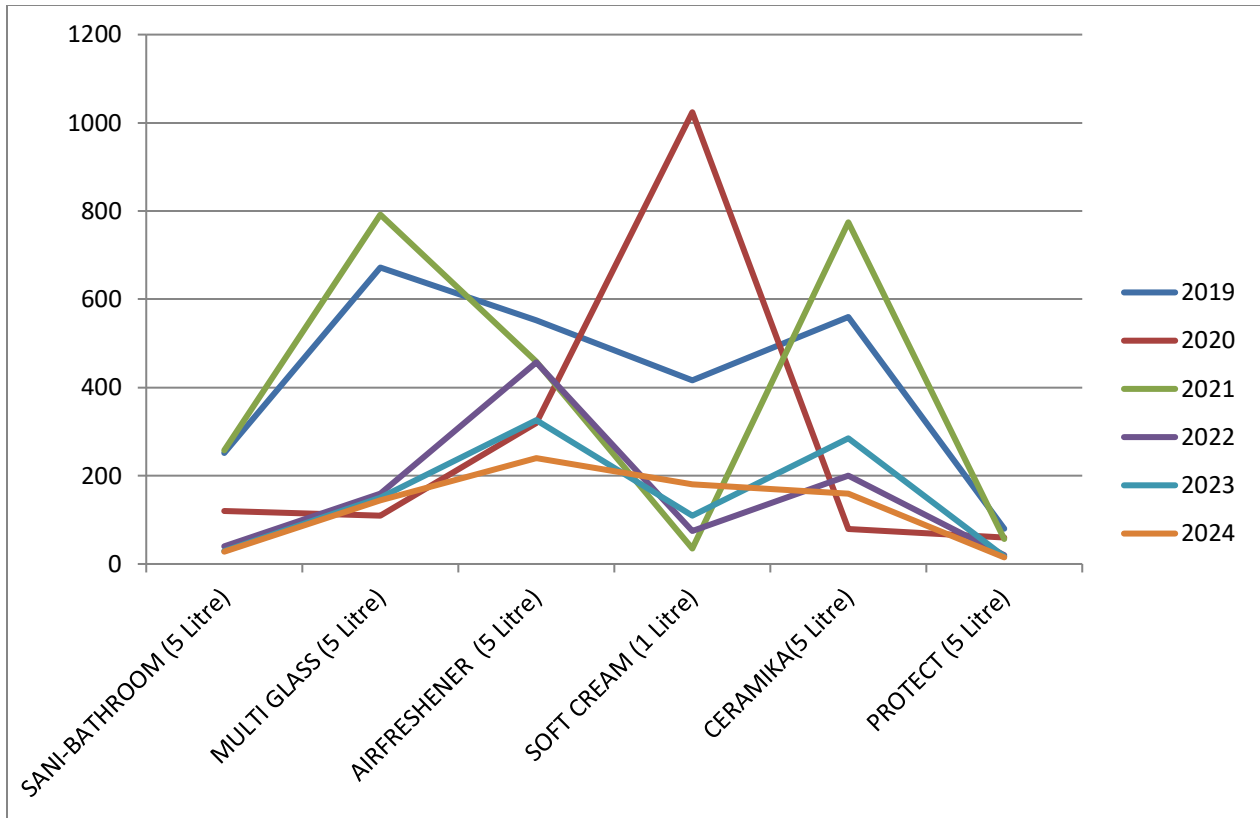
The consumption of chemicals by brand is attached.

In 2024, housekeeping consumption slightly decreased compared to 2023 in most products, showing continued efficiency and staff awareness. A small increase was noted in Soft Cream due to deeper cleaning during the start and end of the season.

Laundry consumption, on the other hand, showed an increase in most products compared with 2023, reflecting higher hotel occupancy and linen rotation. Significant increases were observed in Detergent Powder and Whitening Powder, while Chlorine use continued to decline thanks to improved dosing systems and better washing procedures.

Overall, chemical management continues to improve through careful monitoring of consumption, ongoing staff training on proper dilution and usage, preference for eco-certified cleaning agents, and bulk purchasing with container returns to suppliers.

The hotel remains committed to reducing the environmental impact of chemical use and will continue efforts to further optimize consumption and select environmentally friendly products.

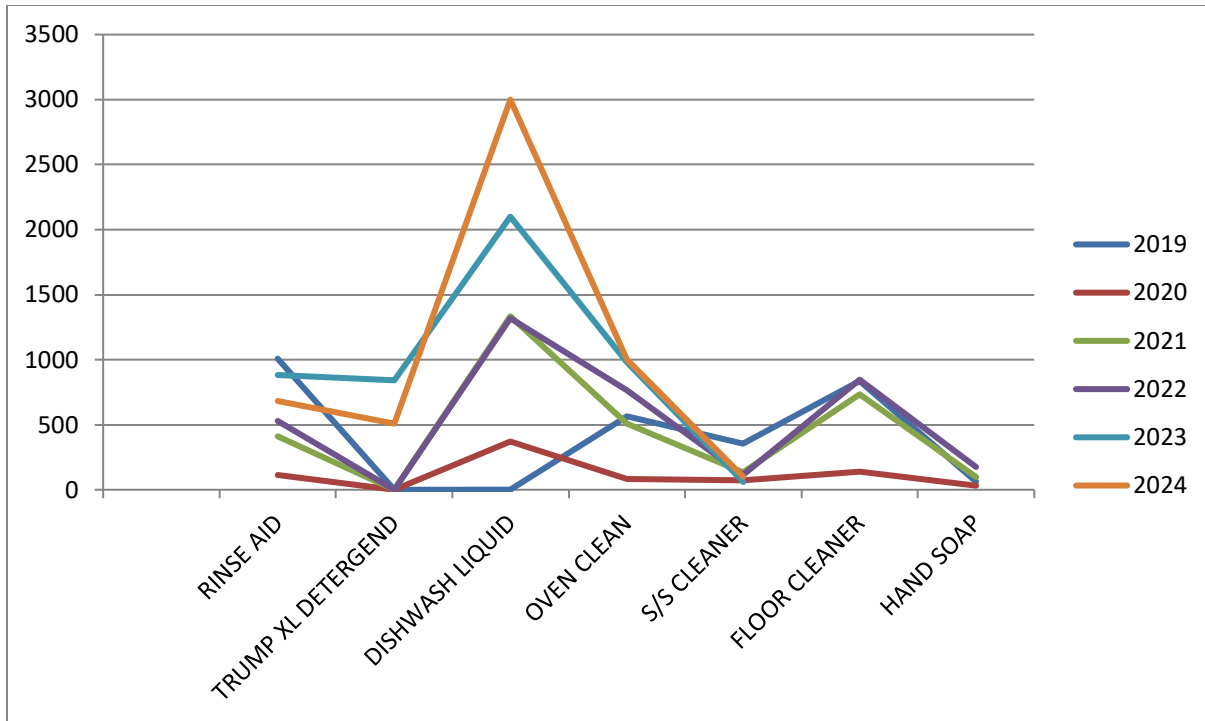


HOUSEKEEPING	2019	2020	2021	2022	2023	2024
SANI-BATHROOM (Litre)	252	120	258	40	30	28
MULTI GLASS (Litre)	672	110	792	160	150	145
AIRFRESHENER (5 Litre)	552	320	459	457	326	240
SOFT CREAM (1 Litre)	416	1024	35	75	110	180
CERAMIKA(Litre)	560	80	774	200	285	160
PROTECT (5 Litre)	80	60	56	20	17	15

LAUNDRY	2020	2021	2022	2023	2024
CHLORINE (20 Litre)	1060	25	123	20	8
SOFTER WHITE (20 Litre)	980	1844	2400	2980	3000
WHITENING POWDER (20 Litre)	2860	2460	3320	4275	4550
DETERGENT POWDER (20 Litre)	2930	2580	3770	4350	5005
ADVANTAGE-PRIMOSOL-STAIN REMOVER (20LITRE)	0	0	0	39	157
CHLORINE AROMATIC(4LITRE)	0	0	0	1	27
WASHING LIQUID (Litre)	740	139	108	50	45

CONSUMPTION OF CHEMICALS: KITCHEN

The hotel continues to closely monitor chemical use in all kitchen operations, aiming to optimize efficiency and minimize environmental impact.



LITERS	2019	2020	2021	2022	2023	2024
RINSE AID	1008	115	412	528	880	680
TRUMP XL DETERGEND	0	0	0	0	840	510
DISHWASH LIQUID	2561	371	1334	1319	2100	3000
OVEN CLEAN	564	84	510	765	980	1000
S/S CLEANER	354	70	136	113	60	100
FLOOR CLEANER	838	140	732	848	1000	1100
HAND SOAP	60	32	96	176	200	180

Compared with 2023, 2024 shows a slight reduction in most chemical products, mainly due to better equipment maintenance and improved staff training on correct dilution and use. The only significant increase was observed in Dishwash Liquid, which remains the most used product, linked to high guest volume and increased meal production.

Rinse Aid and Floor Cleaner showed a moderate decrease, while Oven Cleaner and Stainless Steel Cleaner consumption remained stable. Hand Soap use slightly decreased, reflecting improved dispenser control and monitoring.

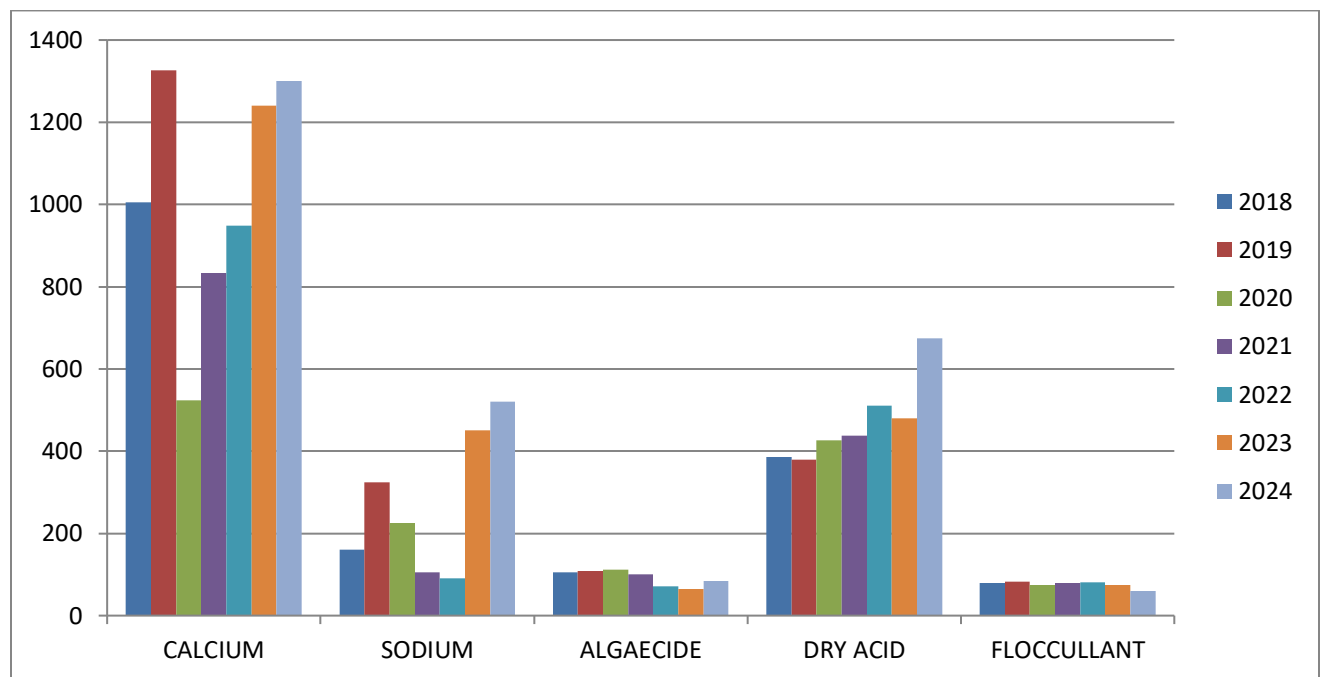
Overall, the kitchen department continues to demonstrate good chemical management practices, with consumption levels consistent with operational needs and sustainability targets. Efforts will

continue to focus on staff awareness, preventive maintenance, and further replacement of traditional cleaning agents with eco-certified alternatives.

	2018	2019	2020	2021	2022	2023	2024
Maintenance Expenses	80,790.64	89,183.57	59030.34	57758.89	79097.2	59235.69	87189.18

As far as the consumption of chemicals in the **Gardens** this year was an exceptional year with many plant diseases (not only with the Palm trees, but also with the other trees). It seems chemicals used nowadays are not as effective as in the past and we have to spray at least once a month general pesticide all over the complex.

Chemical Consumption /Maintenance Department



	2018	2019	2020	2021	2022	2023	2024
CALCIUM	1005	1327	523	833	948	1240	1300
SODIUM	160	324	225	105	91	450	520
ALGAEICIDE	106	108	112	101	71	65	85
DRY ACID	386	379	426	437	510	480	675
FLOCCULLANT	79	82	75	80	81	75	60

The Maintenance Department continues to show controlled use of chemicals through proper supervision and improved operational practices. Compared with 2023, the 2024 data shows slight increases in Calcium and Sodium use, mainly due to the higher number of swimming pools and maintenance works carried out during the season.

Dry Acid also recorded a moderate rise as part of regular pool balancing, while Algaecide and Flocculant remained stable or slightly lower, indicating better water quality management and more efficient dosing.

Overall, chemical consumption remains within acceptable limits considering the operational expansion and ongoing maintenance needs. The use of seawater filtration systems continues to support long-term reductions in chemical dependency and environmental impact.

Maintenance expenses for 2024 reached €87,189.18, reflecting both the increased workload and higher material costs.

5.7 Solid and Liquid waste



Any liquid and solid waste resulting from the Hotel's operations are separated and handled by approved licensed suppliers. All solid waste is separated and collected by licensed recyclers. The recycling program used to be implemented in co-operation of the Green Dot. In 2016 the responsibility for the recycling has passed on the Municipality. In order to save paper and promote recycling we will increase our digital presence and guest relation on the matter. In September 2016 the hotel started analyzing the figures from recycling our waste and by the end of the year a table will be produced to have an estimate of what we have recycled.

RECYCLING 2021							
	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
Plastic(kg)	120	150	180	200	200	200	160
Paper(kg)	300	320	280	290	300	300	280
Glass (kg)	450	500	520	550	550	550	500

RECYCLING 2022							
	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
Plastic(kg)	145	180	195	210	220	300	260
Paper(kg)	340	370	290	330	340	320	350
Glass (kg)	490	560	570	660	520	555	520

RECYCLING 2023							
	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
Plastic(kg)	155	170	215	230	210	290	195
Paper(kg)	370	380	310	350	340	310	340
Glass (kg)	420	540	560	570	505	520	490

RECYCLING 2024							
	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
Plastic(kg)	160	190	200	240	210	310	210
Paper(kg)	350	370	270	340	360	340	360
Glass (kg)	480	540	560	560	530	560	540

RECYCLING OF OTHER HAZARDOUS ITEMS

OTHER RECYCLED ITEMS (HAZARDOUS)	Authorized Recycler	2019	2020	2021	2022	2023	2024
BATTERIES (pieces)	Afes Cyprus Ltd	60KG	20KG	22KG	30KG	30KG	14KG
INK/TONER (pieces)	Telly Recycling	50	40	24	13	22	25
LAMPS (pieces)	IESC Ltd	26KG	10KG	18KG	20KG	23KG	17KG
USED OIL (liters)	Panpap	1070	1040	850	1220	1120	1420

6.0 Labour and Human Rights

The Pnera Beach Hotel has devoted time and money to protect and safe guard human rights for those employed in the Hotel. Through its long history the hotel has undertaken numerous seminars and other training programs both in management and lower level with the target of creating professional employees, working in a respectable environment , where human rights are recognised

We are an equal opportunity employer and as mentioned above we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate. An important factor and proof of our policy is the low employee turnover, the long lasting employment of the majority of our employees despite the hotel that we are operating on a seasonal basis.

All new employees are informed before they start work about the terms and conditions of their employment, including pay and welfare arrangements.

At the Pnera Beach hotel we give the best possible opportunity for staff to exchange their knowledge and to prove their talents. In this way we upgrade the quality and the standard of our employees as well as our establishments. We try to keep discrimination at its lowest level and in the mean time we give employment opportunities to locals as means of support to the community where we belong.

Furthermore, in order to give clear procedures and instructions to our staff with the target of protecting and securing their health and safety we have for long time implemented management systems such as ISO,HACCP, Risk Assessment and travel life which contributes to minimizing accidents, injuries and reduces the loss of work due to such issues.

Out of the 155 employees we employ in 2024 we had only 20 days lost due to accidents and injury.

Employees	2020	2021	2022	2023	2024
Male Employees	75	64	75	54	65
Female Employees	76	70	80	67	63
Local Staff	81	52	48	48	48
Other nationalities	70	82	107	73	80

Whilst we encourage non-discrimination, we employ a large number of local people, in order to support the local community where the Hotel operates. Local Staff employment for the year 2024 was decreased due to increase of demand by other hotel’s in the area and job scarcity.

7.0 Community and Social Activities

Being a hotel owner by a local family, we have the community and social events high in our agenda. We contribute in many social and community activities not only with donations but with the organization of in house social events almost on a yearly basis. It is needless to say that we are also supporting almost all local activities promoting our culture, customs and traditions.

Supporting evidence for our hotel's activities is the community /social activity table. Purchasing goods and services locally is also a priority for us. During 2024 we have achieved 15% local purchases and it is our target to increase this amount to 18% by the end of 2025



COMMUNITY AND CHARITY ACTIVITY TABLE

D.SKAROS ENTERPRISES LTD	DATE	EVENT/ACTIVITY	DETAILS	EXPENDITURE
DONATION	1/1/23	EAC DONATION	DONATION	30.00
DONATION	4/1/23	WEDDING PRESENT	DONATION	200.00
DONATION	4/25/23	KHDEIA	DONATION	30.00
DONATION	6/7/23	WEDDING PRESENT	DONATION	300.00
DONATION	7/22/23	WEDDING PRESENT	DONATION	100.00
DONATION	8/1/23	KEPA DONATION	DONATION	250.00
DONATION	11/10/23	DEOK DONATION	DONATION	200.00
DONATION	12/11/23	PEO DONATION	DONATION	200.00
DONATION	4/20/24	KHDEIA	DONATION	50.00
DONATION	5/16/24	WEDDING PRESENT	DONATION	500.00
DONATION	6/3/24	CYPRUS BARMEN ASSOCIATION	DONATION	300.00

DONATION	10/3/24	WEDDING PRESENT	DONATION	200.00
DONATION	10/21/24	WEDDING PRESENT	DONATION	500.00
DONATION	10/25/24	KHDEIA	DONATION	16.80
DONATION	11/12/24	STAFF PARTY LOTTERY	DONATION	500.00
DONATION	11/20/24	DEOK DONATION	DONATION	150.00

8.0 Social Responsibility

Beach cleaning is performed on a monthly basis.



9.0 Hotel Performance / Guest Satisfaction

The Hotel meets all its legal and contractual requirements and it is planned for next year to implement an Integrated Management System in line with ISO 9001 and ISO 22000 including legal requirements for health and safety.

As a means of promoting our sustainability programs and achievements we promote them on our website and social media as well as our environmental corner of the hotel. Leaflets are also provided to guests during Check INS and are visible on our guest information board. Hotel staff at the reception also have the duty to give out information about local culture, customs and traditions to guests. Our housekeeping department also has the obligation to supply such information in our hotel rooms.

We at Pernera Beach Hotel evaluate all our services available to guests and we pay a lot of attention to comments and suggestions made. Our most indicative measure is the hotels questioners which are given to the client a day prior to departure.

Additionally, we give separate questioners for our al carte restaurants and our SPA. Moreover, we receive questioners from some of our tour operators which evaluate us separately for their specific market. All questioners are evaluated and discussed during the weekly management meetings which include the manager and all the head departments.

Based on the findings of all these questioners for the period April to October guests score the hotel as follows. This evaluation and assessment process helps us to improve even more our scores and we set targets for all departments which are analyzed as follows:

Description	Average 2023	Average 2024
General:		
Hotel Overall	90.53%	92.01%
Hotel Location	91.14%	92.76%
Internet	92.83%	92.67%
Reception:		
Service	93.60%	94.86%
Welcome	93.58%	94.41%
Efficiency - Promptness	93.25%	94.68%
Housekeeping:		
Maid Service	93.54%	93.07%
Room Cleanliness	93.13%	92.06%
Room Comfort	91.04%	91.26%
Cleanliness of Public Areas	92.96%	92.78%
Food:		
Breakfast Composition Variety	90.91%	91.89%
Breakfast Food Quality	91.60%	92.77%
Lunch Buffet Quality in Kamares Rest	89.43%	91.85%
Lunch Snacks Pool Bar Quality	85.69%	88.93%
Dinner Priamos A La Carte Rest. Quality	92.15%	93.99%
Dinner Amarante A La Carte Rest. Quality	93.21%	0
Dinner Buffet Quality	88.99%	91.96%
Service:		
Breakfast Waiter Service	94.27%	95.83%
Breakfast Efficiency - Promptness	94.73%	95.84%
Kamares Restaurant Waiter Service	94.76%	96.40%
Kamares Restaurant Efficiency-Promptness	94.93%	96.28%
Bar Efficiency-Promptness (Main Bar)	94.40%	96.40%
Maintenance Efficiency-Promptness	94.60%	95.55%
SPA Quality	95.04%	93.42%
Atmosphere:		
Breakfast Room Atmosphere	91.27%	93.06%
Kamares Restaurant Atmosphere	91.36%	93.53%
Bar Atmosphere (Main Bar)	90.97%	92.73%
Entertainment:		
Animation Team	90.14%	90.23%

10.0 General Comments

Environmental management continues to be an integral part of the hotel's overall strategy and daily operations. Environmental topics are discussed and reviewed during every Head of Department meeting, ensuring that all managers remain informed, involved, and accountable for sustainability performance.

During the most recent 2024 departmental meetings, special attention was given to new environmental legislation related to coastal and beach management, following the transfer of responsibility for beaches to the newly established municipality. The management team evaluated compliance with the new legal framework, identified potential improvements, and agreed on several corrective and preventive actions to ensure full alignment with municipal environmental standards.

All environmental targets and objectives were reviewed and updated. Department heads submitted progress reports, and new proposals for the upcoming year were approved. The team reaffirmed its commitment to continuous improvement, focusing on energy efficiency, waste reduction, water management, and community cooperation.

The hotel also emphasized the importance of strengthening partnerships with the local community. A summary of the hotel's community engagement and CSR activities was presented, highlighting collaborations with local associations, schools, and environmental organizations.

Key Highlights for 2024

- **Local Purchasing Policy:**
The Food & Beverage Manager presented a review of all fresh product purchases. The hotel exceeded its target of 18% for locally sourced fresh produce, further supporting the local economy and reducing transport-related emissions.
- **Charity & Community Support:**
Through various initiatives, including fundraising events and local donations, the hotel successfully met and surpassed its annual charity contribution target. These activities continue to strengthen our reputation as a socially responsible business.
- **Environmental Program 2024–2026:**
The hotel's environmental program was reviewed, updated, and extended through 2026, focusing on four main pillars:
 1. Energy & Water Efficiency
 2. Waste Reduction & Recycling
 3. Sustainable Procurement & Local Sourcing
 4. Community Involvement & Biodiversity Protection

These updated goals are in alignment with the EU Green Deal, Cyprus Sustainable Tourism Strategy, and the hotel's ongoing ISO 14001 and Travelife certification objectives.

ADDITIONAL SUSTAINABILITY ACTIVITIES AT THE Perner Beach Hotel:

Perner Beach Hotel continues to strengthen its commitment to sustainability by implementing a series of environmental and social responsibility initiatives that minimize its impact on the environment while enhancing guest satisfaction and community engagement.

Key Actions Implemented

1. Water Efficiency Measures:
 - Installed aerators on all water taps to reduce water flow and overall consumption without compromising guest comfort.
 - Installed water dispensers in all public areas, providing guests with high-quality drinking water and significantly reducing the use of single-use plastic bottles.
2. Renewable Energy and Energy Efficiency:
 - Installed vacuum-tube solar panels on the hotel's rooftop, covering up to 90% of the hotel's hot water needs, which greatly reduces diesel consumption.
 - Replaced all aluminium balcony doors and windows with insulated thermal aluminium and double-glazed glass to enhance building energy performance.
 - Upgraded the main chiller system to a geothermal unit with total heat recovery, improving both cooling and heating efficiency.
 - Replaced over 97% of lighting throughout the property with LED high-efficiency bulbs, further reducing electricity consumption.
3. Chemical and Waste Management:
 - All cleaning and garden chemicals used within the hotel are eco-certified and biodegradable, minimizing impact on water and soil.
 - The hotel continues its comprehensive recycling program, with strong staff participation and regular awareness training to ensure proper waste separation and recycling practices.
4. Smart Systems and Automation:
 - Installed motion sensor (eye detection) water faucets in all public toilets to prevent water waste.
 - Installed motion sensor lighting systems in public toilets, corridors, and other common areas to optimize energy use.
5. Community and Staff Engagement:
 - Continued collaboration with local suppliers for fresh produce, exceeding the hotel's local sourcing target.
 - Regular environmental awareness sessions are conducted for staff to encourage sustainable practices both at work and at home.

Commitment to Continuous Improvement

Perner Beach Hotel remains dedicated to further reducing its environmental footprint and supporting the sustainable development of the local community.

Our ongoing objective is to strengthen environmental awareness among staff, guests, and suppliers while pursuing innovative solutions to further improve energy, water, and waste efficiency.

The hotel's long-term vision is to create a fully sustainable operation, where all departments actively contribute to achieving measurable environmental goals and maintaining a balance between guest satisfaction, economic growth, and environmental protection.

Approved by:  **D. SKAROS ENTERPRISES LTD**
General Manager

01/05/2025