



## **Sustainability Information Booklet for Guests**

**“OUR PLANET CALLS FOR AID”**



Issue: 25/7/2020 – 2

## **Table of Contents**

QUALITY, HEALTH, SAFETY AND ENVIRONMENT POLICY .....	3
LOCAL COMMUNITY POLICY .....	4
SAFEGUARDING CHILDREN POLICY .....	5
EMPLOYEE RIGHTS & ANTI-DISCRIMINATION POLICY .....	6
ENERGY CONSERVATION .....	7
WATER CONSERVATION .....	7
WASTE RECYCLING .....	7
LOCAL COMMUNITY AND CULTURAL HERITAGE .....	8
SUPPORTING THE LOCAL COMMUNITY, ENVIRONMENT AND CULTURAL HERITAGE.....	8
WILDLIFE PROTECTION .....	8
PUBLIC TRANSPORT .....	9

## Quality, Health, Safety and Environment Policy

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The management of **AQUAMARE BEACH HOTEL & SPA** is committed to provide unforgettable high-quality accommodation services to its guests.

The hotel is the ideal destination where all guests can spend their holidays, because we have created an oasis of luxury and elegance focusing in every detail, in astonishing comforts and in a highly hospitable environment.

To achieve the above, we:

- Implement and continually improve an integrated management system according to the standards ISO 9001, ISO 45001, ISO 22000, ISO 14001 and Travelife;
- Satisfy all compliance obligations related to our hotel operations;
- Implement a continuous process to identify and manage occupational risks and strive to eliminate hazards, reduce occupational health and safety risks and prevent occupational accidents and illnesses;
- Implement a continuous process to assess environmental aspects and impacts and apply appropriate control measures ensuring prevention of pollution and environmental protection;
- Educate our associates and guests to support the environment through various means;
- Strive to protect and preserve all wildlife according to national legislation;
- Implement a continuous process to assess critical control points related to food safety and apply appropriate control measures;
- Employ competent personnel and invest in the continual development of our employees so we can respond to the growing needs of our guests and the technological development;
- Provide suitable infrastructure according to the present technological requirements, safety standards and legislation;
- Collaborate with reliable and top of the marker suppliers;
- Implement a continuous process to give priority to local products promoting and supporting our local community and economy;
- Define and review objectives, targets and programs improving our business operation;
- Maintain open and direct communication with our stakeholders and interested parties to achieve transparency;
- Consultation and participation of our employees on occupational health and safety issues aiming to improve safety culture within the Hotel;
- Respect unconditionally all rights of children regardless race, ethnicity, sex, color or religion, safeguard children from any kind of abuse and prohibit child labour in any way.

The policy and procedures will be widely promoted and are mandatory for everyone involved in the company. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

This policy is reviewed during management review meetings to ensure its suitability and monitor progress on policy goals and is available and communicated to all interested parties through our website and around key areas of the hotel.

Pieris Ioannou  
General Manager

## Local Community Policy

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The management of **AQUAMARE BEACH HOTEL & SPA** is committed to treating its local communities in a fair way whilst helping and preserving traditions and values of our local communities and contributes to the development of local businesses.

To achieve the above, we ensure that:

- Indigenous people are not discriminated against, and their culture, traditions and intellectual property rights are well preserved;
- We have constant communication with local communities on issues that may affect their lives, ensuring to them that their views are considered in the hotels decision making;
- We are strictly against selling any historical or archaeological products;
- We encourage our guests to support the local community through charity or donations that protect the environment and preserve the destinations cultures and traditions;
- We encourage our guests and staff to protect local historical, archaeological, culturally and spiritually important buildings and places;
- We actively prefer to buy goods and services from local suppliers, with the goal of supporting our local economy;
- We actively try to hire people from the local communities, if possible, through listings on our website or on local newspapers;
- We promote various destinations to guests such as local places of interest, restaurants, and markets in order to encourage them to discover the country's culture and traditions.

This policy and related procedures are widely promoted and are mandatory for everyone involved in the company. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

This policy is reviewed during management review meetings to ensure its suitability and is available and communicated to all interested parties.

Pieris Ioannou  
General Manager

## Safeguarding Children Policy

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The management of **AQUAMARE BEACH HOTEL & SPA** acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities and government guidance. We believe in a world in which all children and adults are protected from all forms of abuse and exploitation.

This policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all children:

- Have a positive and enjoyable experience in a safe and child centred environment
- Are protected from any kind of abuse.

**AQUAMARE BEACH HOTEL & SPA** also acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy, we will:

- Promote and prioritise the safety and wellbeing of children and young people;
- Ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people;
- Ensure appropriate action is taken in the event of incidents / concerns of abuse and support provided to the individual / s who raise or disclose the concern;
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored;
- Prevent the employment / deployment of unsuitable individuals;
- Ensure robust safeguarding arrangements and procedures are in operation.

The policy and procedures will be widely promoted and are mandatory for everyone involved in the company. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

This policy is reviewed during management review meetings to ensure its suitability and is available and communicated to all interested parties.

Pieris Ioannou  
General Manager

## Employee Rights & Anti-discrimination Policy

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The management of **AQUAMARE BEACH HOTEL & SPA** is committed to provide fair treatment to all its employees.

No worker or potential worker is treated less favourably on the grounds of their disability, race, colour, religion or belief, nationality, ethnic origin, sex, sexual orientation, gender re-assignment, pregnancy, age, marital or civil partner status, employment status or membership or non-membership of a trade union.

The Company recognises that all workers have a right to work in an environment in which the dignity of all is respected and which is free from discrimination, harassment and bullying. It is committed to preventing and eliminating intimidation and harassment in any form.

To achieve the above, we ensure that:

- All potential and current employees, workers, customers, partners and stakeholders are treated fairly and with respect. This includes but it's not limited to:
  - Written contracts that outline their terms and conditions;
  - Free entry or leave of employment without any penalties;
  - None of their personal documents are retained;
  - They are all payed minimum national wage as dictated by legislation;
  - Rights to paternity, maternity and sick leave according to legislation;
  - Their working hours and overtimes are dictated by national legislation and they are free to accept them or not.
- All employees are entitled to equal access to training and development opportunities. This includes training on:
  - Quality, Health, Safety and Environment (QHSE) Subjects;
  - Working with local community;
  - Employment rights and equal opportunities.
- Harassment, discrimination, victimisation and bullying or any other form of unwanted behaviour will not be tolerated. A Company's Grievance Procedure is in place to handle such issues and communicated to all employees.
- All decisions relating to recruitment, selection, development and promotion are made according to an individual's ability and based on merit.
- Support is provided to those employees who have a specific responsibility for ensuring compliance with this policy.
- Entry into the Company and promotion progression is determined solely by the application of objective criteria and individual ability.

This policy and associated procedures are widely promoted and are mandatory for everyone involved in the company. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal / exclusion from the organisation.

This policy is reviewed during management review meetings to ensure its suitability and is available and communicated to all interested parties.

Pieris Ioannou  
General Manager

## Energy Conservation

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At Aquamare Beach Hotel and Spa we strive to provide the best of services to you, our Guests whilst also protecting the environment in any way we can. To do this we implement various procedures and measures to conserve energy such as:

1. Using energy efficient equipment wherever its possible;
2. Using automated systems that turn off electric appliances when they are not in use.

Your efforts can also assist us, and as such we would kindly ask you to help us conserve energy by:

1. Prefer natural light and ventilation when possible;
2. Turning off lights in your rooms whenever they are not used;
3. Closing your room doors when the A/C is in use.



## Water Conservation

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As you might be aware, here in Cyprus we have a water deficiency problem, an issue that is further amplified during the summer months. In addition to the measures taken by our staff here at Aquamare, your actions can also help make a difference to reducing un-necessary water usage at our hotel:

1. Turn off water faucets or showers when they are not used, and do not operate them in full unless completely necessary;
2. Use the dual flush system properly in the toilets;
3. If you spot a leak, inform the front desk immediately.



## Waste Recycling

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Recycling plays a major part of our waste management program here in Aquamare Beach Hotel and Spa. We segregate and manage accordingly all wastes originated from our operations, including wastes from the guest rooms. We would deeply appreciate if you can help us further by throwing the appropriate type of waste in the labelled bins for recycling PMD and Paper found around the common areas of our Hotel.





## Local Community and Cultural Heritage

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In harmonization with our local community policy, we would kindly ask you to be respectful and behave accordingly when visiting any areas or sites outside the hotel. Please keep in mind that when visiting holy places such as churches a proper dress code might be in place (such as long skirts etc.).

In order to fully experience local products of the island such as the Cyprus Delight (Loukoumi) and various archaeological and cultural sites please consult with the personnel in the front desk, they will happily provide you with guidelines and helpful tips about the surrounding area. Additionally, you may visit this website <https://www.visitpafos.org.cy> for more information.



Regarding Cyprus local history please consult with the personnel in the front desk or visit the website of the Department of Antiquities, for more information regarding the cultural and archaeological heritage of Cyprus [http://www.mcw.gov.cy/mcw/da/da.nsf/DMLindex\\_en/DMLindex\\_en?OpenDocument](http://www.mcw.gov.cy/mcw/da/da.nsf/DMLindex_en/DMLindex_en?OpenDocument).



## Supporting the Local Community, Environment and Cultural Heritage

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Various activities and / or donation programs take place throughout the year in order to provide support for Local Community, Environment and Cultural Heritage of the island. For more information, please consult with the staff in the front desk or visit <http://www.foecyprus.org/#posts> the website for friends of the earth Cyprus.

## Wildlife Protection

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Here at Aquamare Beach Hotel & Spa we solemnly condemn any practises involving:

1. Taking species from the wild;
2. Using protected species for food/drink;
3. Showing/exhibiting wildlife species;
4. The trading of wildlife species;
5. Selling articles originally made from materials of wildlife.

Additionally, we advise you not to harm and to protect any animals you might come across during your stay in Cyprus.





## Public Transport

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The front Desk staff will happily inform you on any public transport availability and operating hours. Public transport is cheaper to use and more environmentally friendly so please consider it.

