



Sustainable Hotel Report 2023

Welcome to our 2023 Sustainable Hotel Report

In this report, we share our approach, progress and plans on how we are shaping the future of responsible travel.

In addition, to the information on our website, in this report we provide an overview of Crowne Plaza’s Limassol sustainable business strategy and environmental, social and governance performance for 1 January to 31 December 2023 (referred to as ‘this year’).

1.	Introduction	2
i.	True Hospitality For Good	3
ii.	Key Information	4
iii.	40+ years of Commitment	5
2.	Our approach to sustainability and responsible business	6
i.	Our People	8
ii.	Engaging with our Communities	12
3.	Our Green Journey to Tomorrow	21
i.	Environmental Stewardship	22
ii.	Environmental Performance	24
iii.	Opportunities for Improvement	31
iv.	Our Next Steps - 2024	32

True Hospitality For Good



Welcome to Crowne Plaza Limassol, where every detail is thoughtfully curated to ensure a memorable and enriching stay. Whether you are here for business or leisure, our hotel is a gateway to the best that Limassol has to offer, complemented by the comfort and luxury you deserve.

We believe in our collective responsibility and commitment to work with our supply chain and other local stakeholders for a more sustainable and greener future. By working towards the reduction of energy, waste, and water usage reduces our environmental footprint and provides a good example to our hotel team and collaborators.

Sustainability also means to take care of employees, improve customer satisfaction and staff morale, and enhance our operations. This report presents the environmental and sustainability progress of Crowne Plaza Limassol.

Key Information

Official Hotel Classification: 4 star

Services, Facilities & Presentation: Upscale 4+ star

Operating Model: Crowne Plaza Limassol is owned and operated by the Churchill Hotel Management Ltd under license from IHG (InterContinental Hotels Group).

Address: Promachonon Eleftherias 2, Agios Athanasios, 4103, Limassol, Cyprus

Telephone: +357 25851515

E-mail: info@cplimassol.com

Website: <https://limassol.crowneplaza.com>

Number of rooms: 144

Food & Beverage Outlets: Five Outlets

- | | |
|--------------------------------------|-------------------------------|
| 1. La Brezza – Mediterranean Cuisine | 2. KAI Sushi Bar |
| 3. Lounge Bar & Grill | 4. Haven Restaurant & Terrace |
| 5. Lime Beach Bar | 6. Med Restobar |

Meeting Rooms: 5 with maximum capacity with 613 square meters meeting space and 375 square meters of exhibit space

40+ Years of Commitment to Excellence



The Churchill Limassol first opened its doors in 1979 as an independent hotel and welcomed its first guests on May 1st. As one of the first hotels to be built in Limassol, our property has always enjoyed a unique proximity to the sea and remains, to this day, the closest beach hotel to the city center. In our 20 years under the Churchill flag, we celebrated many proud firsts for Cyprus and became known as a harbinger of hospitality excellence in the region.

With the new millennium in sight, we decided it was time to go global and in 1999 built a strategic partnership by joining the Holiday Inn brand family and spent over a decade bringing familiarity to the unknown for thousands of guests visiting Cyprus for the first time, by representing one of the most widely recognized hotel brands in the world. A decade later, we decided it was time to upgrade to IHG's upscale corporate brand, Crowne Plaza Hotels & Resorts. Following a full-scale renovation of public areas and guest rooms, in May 2011 we re-opened as the Crowne Plaza Limassol hotel, Limassol's leading business hotel on beach.

Our hotel has remained under the same ownership and management from the start. Many of our people have celebrated over 30 years with us, and a select few have even joined the "40's Club", having been members of the team since 1979.

An aerial photograph of a coastal city, likely Valencia, Spain, featuring a harbor filled with numerous sailboats. In the background, a prominent building with a large, modern, curved dome stands out against a backdrop of mountains and a cloudy sky. The image is overlaid with a semi-transparent blue filter.

Our approach to sustainability and responsible business



A Socio-logical approach

Embedded in our Culture

Our active involvement in our local community means being a valued, responsible community partner by ensuring that our business objectives enhance the quality of life in the community.

The aim of our community investment is to support global efforts that represent the business goals of IHG, and which make a positive difference to the communities in which we operate. The activities we support must be aligned with our corporate values, 'Winning Ways', and our Code of Ethics and Business Conduct.



Our People

Our Culture

Best in Class



For us it's more than just a job. We're on a mission to deliver True Hospitality, for our guests, colleagues and local community.

- ✓ We Do The Right Thing
- ✓ We Aim Higher
- ✓ We Work Better Together
- ✓ We Celebrate Difference
- ✓ We Show We Care

And we've picked up some awards along the way...

Actions speak louder than words

What we have achieved...



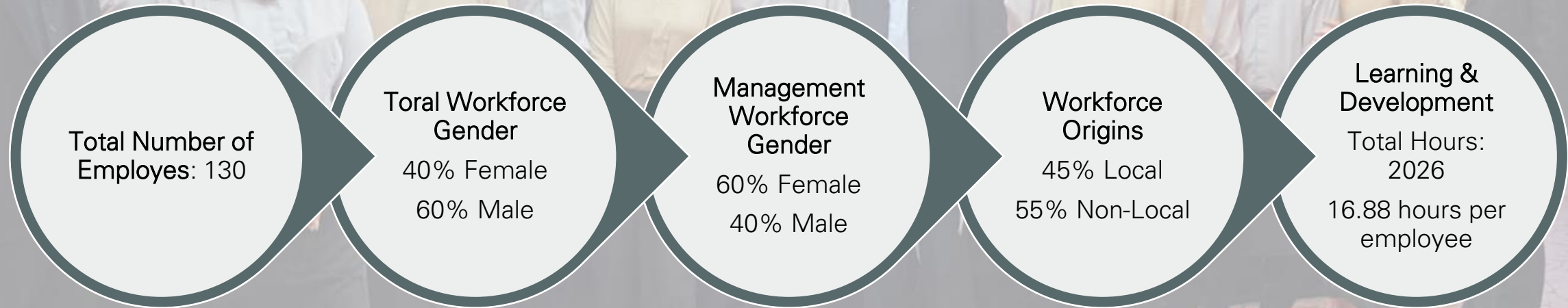
The hotel is certified with «**SIR 2014**» (Sound Industrial Relations 2014), a standard developed under the project "Healthy Workplace Relations - Modern Enterprises" which is overseen by OEB and the European Social Fund. The standard emphasizes our commitment towards:

1. Implementing and promoting healthy labour relations and using a number of best practices
2. Promoting and encouraging the promotion and implementation of good workplace relations and conformance with occupational health and safety
3. Understanding and the correct application of labour law and Human Resource Management
4. Promoting equality and addressing matters of discrimination, sexual and other forms of harassment
5. Reconciling work and family life and other good practices.

In December 2023, we became re-certified for the third consecutive term as an «**Equal Opportunity Employer**» by the Ministry of Labour & Social Insurance.

Our People – Workforce statistics 2023

at Crowne Plaza Limassol



Engaging with our Communities



Fostering genuine relations

With our Community

Community engagement and support is an essential part of being a sustainable business because it offers many benefits to *Crowne Plaza Limassol*, our employees, guests, and community. These include:

- Better relationships with our neighbours and other members of our community.
- Employees can feel proud of the company they work for, and it can offer ways for them to help with our initiatives.
- Guests can feel better about staying with a hotel that cares about the people in the destination they are visiting.
- It provides beneficial stories to share on social media, marketing material and in the hotel's sustainability report.

Our hotel covers the following aspects of community engagement and support:

- Supporting the local economy, small businesses, and non-for-profit organisations.
- Promoting the history, culture, and sites of Cyprus
- Respecting and protecting local beliefs, traditions, and way of life.
- Supporting positive community initiatives.

Actions we are involved in

Food & Beverages



1. Buying products and services from locally owned and operated businesses, artisans and local micro producers.
2. Serving Cypriot produce and featuring traditional local food, theme dishes based on local cuisine, organic products, local wines and beverages on our menus.

Supporting LOCAL Micro-Producers

1. Extra Virgin Olive Oil | Producer: Akaki Grove, Akaki
2. Citrus fruit (Oranges, mandarins and grapefruits) | Producer: Akaki Grove, Akaki
3. Apples, peaches and apricots | Producer: Yiannis Panagiotou, Kyperounta
4. Breakfast rusks | Producer: George's Bakery & Confectionery, Omodos
5. Halloumi & Anari cheese | 'To Horko' Dairy farm, Kofinou

Akaki Grove

A grove with sustainable impact at heart



Akaki Grove is a certified organic olive and citrus grove with permaculture, agro-ecology and sustainability at its core. It aims to produce high quality products, working with the natural environment, instead of against it. Akaki Grove is one of the main micro-producers we support. Our virgin olive oil is sourced exclusively from the grove, alongside 95% of the oranges, mandarins and grapefruits they produce.

The grove has launched a circular economy initiative – KotKot Cyprus – that aims to tackle the problem of food waste in Cyprus, quite literally head-on. Akaki Grove rescues chickens from the slaughterhouse and allows them to retire on the grove, offering them bed and board. The chickens in turn eat pesky bugs which could otherwise damage the fruit, alongside food waste collected from a school in Nicosia, which would have otherwise gone straight to landfill. As an added bonus, the chickens produce natural fertilizer for the farm. Education lies at the heart of the fantastic initiative, teaching both younger and older generations about food production, sustainability and embracing a more circular lifestyle.

Actions that we are involved in

Community and Local Culture Preservation



1. Buying products and services from locally owned and operated businesses, artisans and local micro producers.
2. Supporting local entrepreneurs by selling, promoting or displaying their art / crafts, services and/ or products.
3. Supporting initiatives that are dedicated to protecting local culture and traditions, such as donating money, time, or other forms of support to their cause. Getting involved with local chambers, local authorities, schools, non-governmental organizations (NGO's) economic development initiatives, companies etc.
4. Encouraging guests to visit local attractions and activities. Providing information about local customs and traditions, and how they can respect them. Providing information on Cyprus, its history and culture.
5. CPL is proud to be a sponsor of the Rialto Theatre, a nonprofit cultural organization in Limassol which strives to make culture accessible and inclusive, to educate and develop the audience, while showcasing and promoting the work of Cypriot artists worldwide.

Actions that we are involved in

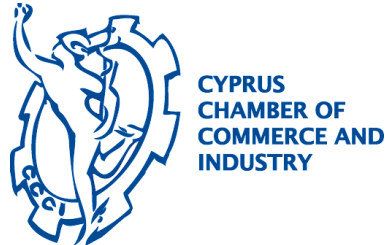
Community and Local Culture Preservation

8. Providing donations of time, services, money or in kind and support to initiatives of education, health, clean-up projects such as beach cleanups, tree planting, supporting local artists, and services for vulnerable groups such as children, disabled or the elderly.
9. Ensuring that any hotel expansions, renovation work, day to day operations do not have a significant negative impact on the environment, local community, prevent the community to access any natural resources, essential services, and the local beach.
10. Attending and engaging with community meetings.
11. Getting involved in community initiatives, discussions or meetings around tourism development and tourism management.



Embracing Partnerships

For a sustainable future



We are proud to be an active participant in various industry associations that share our commitment to environmental responsibility and community engagement.

Through our partnerships with:

1. Association of Cyprus Tourist Enterprises (ACTE)
2. Cyprus Hotel Managers Association
3. Cyprus Employers & Industrialists Federation (OEB)
4. Cyprus Chamber of Commerce and Industry
5. Limassol Tourism Company

Our involvement with these associations goes beyond mere membership; it is a commitment to action. Through our participation and implementation of various initiatives, we have implemented sustainability and equitable workplace practices, reduced waste, and engaged in various community and environmental programs.

By collaborating and actively participating in these associations, we amplify our impact, share knowledge, and contribute to a collective movement that transcends individual actions. By regularly participating in the various seminars and forums we stay informed about the latest trends, technologies, and strategies to continually improve our sustainability efforts. Together, we pave the way for a greener, more resilient hospitality sector, where sustainability is at the core of our shared values.



CIRCULAR HOTELS



Με τη χρηματοδότηση
της Ευρωπαϊκής Ένωσης
NextGenerationEU

Κύπρος—το αύριο

ΣΧΕΔΙΟ ΑΝΑΚΑΜΨΗΣ ΚΑΙ ΑΝΘΕΚΤΙΚΟΤΗΤΑΣ



Κυπριακή Δημοκρατία



ΟΕΒ

- Crowne Plaza Limassol is actively participating at the EU funded project Circular Hotels.
- Its scope is the promotion of the circular economy among Cypriot hotel companies, through a certification scheme and the provision of consulting services.
- Currently participating at the Silver level with 49 other hotels.
- **Of course, we aim higher. We want to achieve Gold level and get certified as a gold circular hotel.**

True Hospitality for Good

Contribution to the local society for 2023



People Volunteered: 98



15 CSR Actions & Activities



**Total Volunteering hours:
196 hours**



Donations: €7.170



Impacted Lives: 2329



Our Green Journey to Tomorrow

Environmental Stewardship

at Crowne Plaza Limassol



Through the IHG Green Engage™ system, a sustainability program from the InterContinental Hotels Group, we assess our hotel's impact on the environment. We consistently introduce new measures to ensure that future generations can live in their surroundings happily and with a clear conscience.

Furthermore, it provides us with access to over 200 measures and solutions for enhanced environmental stewardship in a variety of topics concerning electricity and water consumption reduction and minimizing waste production. Our actions speak louder than words, and the IHG® Green Engage certification is achieved only after a thorough analysis and successful implementation of all measures.

Our Commitments

and Green Journey to Tomorrow

1. Manage, measure and minimize the negative impact of our operations in relation to:
 - a) Energy, water and consumption and relevant risk issues
 - b) Carbon footprint and climate change mitigation
 - c) Environmental pollutants (air pollutants, fertilizers, pesticides)
 - d) Biodiversity and ecosystem protection (local and international)
 - e) Natural resources conservation
2. Register and monitor all relevant data using IHG's Green Engage system, an online environmental sustainability system that enables us to measure and manage our impact on the environment effectively.
3. Actively work towards waste and resource minimization by continuously by expanding the separation of our waste streams, the reuse / recycling of these materials and exploration/ adoption of new approaches and methods.
4. Maximize / optimize the role of renewable energy
5. Eliminate single use items or move to reusable or recyclable alternatives across the guest stay.
6. Minimize food going to waste through a "prevent, donate, divert" plan

Environmental Performance (2022-2023)

at Crowne Plaza Limassol



Energy consumption: -2% in 2023,
compared to 2022.

Energy consumption was 44.75
kWh/g.n. in 2022 compared to 42.6
kWh/g.n. in 2023.



Water consumption: -20% in 2023,
compared to 2022.

Water consumption was 0.56 m³/g.n.
in 2022 compared to 0.47 m³/g.n. in
2023.



CO2 Emissions: -1.9% in 2023,
compared to 2022.

CO2 emission was 26.93 kgCO₂/g.n.
in 2022 compared to
26.437kgCO₂/g.n. in 2023.

Energy Consumption

at Crowne Plaza Limassol



Energy Source	2022 (kwh/ g.n)	2023 (kwh/ g.n)	Difference to previous year
Electricity	37.22	36.48	-2%
LPG	4.32	4.33	+0.01%
Diesel	3.21	0.94	-241%
Total	44.75	42.6	-5%
2024 Target		Retain electricity consumption below 37.1 kwh/g.n.	

Energy Measures And Actions

at Crowne Plaza Limassol



1. Installation of additional photovoltaic panels for the heating of Swimming pool
2. Guest rooms are equipped with devices for automatically switching off electricity (magnets, sensors)
3. Magnetic balcony door or window sensor for HVAC
4. Solar shading installed in South facing rooms
5. Individually controlled VRV units
6. Replacement of energy consuming outdoor LED-light to more energy efficient alternatives. Increase from 70% to 90% of LED lighting coverage across the hotel.
7. Lighting modulation and natural light
8. Linen and towel reuse program

Water Consumption, Measures & Actions

at Crowne Plaza Limassol



	2022 (m3/g.n.)	2023 (m3/g.n.)
Water Consumption per guest night	0.56	0.47 m3/g.n.
Year to Year Difference		-20%
2024 Target	Reduce Water Consumption by 20% compared to 2023.	

1. Linen and towel reuse program
2. 20% of our housekeeping cleaning supplies are biodegradable
3. Installed underground rainwater collector system to collect rain and surface water which is filtered and stored to water the hotel gardens.
4. Water flow does not exceed 9 litres per minute for showers, 7.5 litres per minute for taps.
5. Urinals have detection sensors not flushing more than 3 litres per minute.
6. We inform guest of our water-saving measures and how to help save water.
7. Completed the installation of water flow restrictors and eco-shower heads.

Waste Reduction Measures & Actions

at Crowne Plaza Limassol



1. All departments participate at the Reduce, Reuse and Recycle program.
2. Available recycling points throughout the hotel. Recycling programme for coffee capsules, PMD, glass, light bulbs, batteries, cartridges, electrical appliances and cooking oil
3. Selection of biodegradable, eco-friendly, single-use products where possible
4. Avoid using single-use packaging in favor of reusable containers and packaging options. Giving packages back to suppliers.
5. Official partner of the “Keep Our Sand and Sea Plastic Free” project, a Sustainable Tourism Initiative.
6. Organic food waste donated to local farmer for animal feed.
7. Adoption of zero-waste cooking methods
8. Bulk-size bathroom amenities with refilling dispensers in the rooms
9. Maintain, fix and repair appliances, equipment's and furniture so they last longer and are efficient Reuse of storage containers, old rags
10. Bean coffee waste used as fertilizer in the hotel's garden
11. Repurposing or redistributing old linens

Carbon Footprint

at Crowne Plaza Limassol



	2022 (kgCO2/g.n.)	2023 (kgCO2/g.n.)
Carbon Footprint per guest night	26.93	26.437
Year to Year Difference		-1.9%
2024 Target	Reduce the hotel's CO2 emissions by 1.5% compared to 2023.	

Methodology Disclosure: To calculate Crowne Plaza's carbon footprint the "Hotel Carbon Measurement Initiative" (HCMI) tool by the Sustainable Hospitality Alliance (SHA) was used

Carbon Footprint Measures & Actions

at Crowne Plaza Limassol



1. Electric Vehicle charging station
2. Photovoltaic system used to operate outdoor pool
3. Heat pump water heater used for indoor pool
4. Heat recovery systems installed in the spa and ballroom

Opportunities for Improvement and Sustainable Growth



1. Introduce and implement control, monitoring and reduction measures for waste management.
2. Enrich our green purchase practices.
3. Further explore and protect the local biodiversity.
4. Participate in new sustainability programs and actions.
5. Introduce hotel employees to circular economy.



Our Next Steps -2024

- Get certified to Green Key.
- Food waste monitoring program.
- Trainings and seminars on sustainability , circular economy and human rights.
- Water: investigate, identify and implement additional water saving measures in our guest rooms and public spaces
- Waste: Implementation of a holistic waste management plan, procedures and controls
- Expansion of our local and bio products and producers' network.

"It is one world. And it's in our care. For the first time in the history of humanity, for the first time in 500 million years, one species has the future in the palm of its hands."

— David Attenborough