



ATLANTICA  
HOTELS & RESORTS

# Atlantica Hotels & Resorts

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Good Sustainability  
**Practices**

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# About ATLANTICA



Established in 1980, **Atlantica Hotels & Resorts** has now grown into a hotel chain that currently operates 47 hotels in Cyprus, Greece and Egypt.

Through the years, terms like:

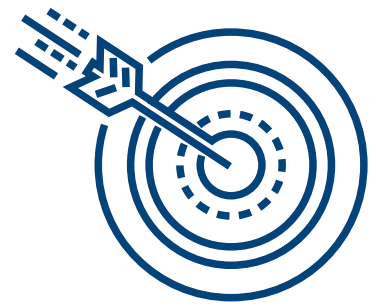
- Customer Focus
- Personalised Service
- Attention to Detail
- Value for Money
- Sustainability

...have become synonymous with **Atlantica Hotels & Resorts!**

With a wealth of experience and an enviable reputation for quality of service, **Atlantica Hotels & Resorts**, wherever located, guarantee customer satisfaction at lowest environmental and social impact.

# Our Mission

**Atlantica Hotels & Resorts** is one of the leading international hotel chains, we therefore have a great responsibility towards our destinations.



Due to the challenging economic, social and environmental periods, our main goal is to balance well the needs of these three main challenges and yet achieve highest customer satisfaction with minimum on the society and environment.

**Responsible business is one of the company's most important value.**



# How do we manage QUALITY, SAFETY & SUSTAINABILITY?

This is achieved by implementing the following management systems in most of our hotels:

- ISO 9001:2015 (Quality Management System)
- ISO 14001:2015 (Environmental Management System)
- ISO 18001:2007 (Occupational Safety & Health)
- ISO 22000:2005 (Food Safety Management System)
- Travelife



# A few words about Management Systems



Management Systems are set of procedures created according to the international standards. We implement management systems as per ISO standards and as per Travelife, TO Sustainability System.

ISO is an international organisation of standardisation which publishes various standards according to which various type of businesses align with and get certifications.

Besides ISO standards, we implement and get audited against Travelife standard which is also a contractual obligation.

More on Travelife: [www.travelife.org](http://www.travelife.org)

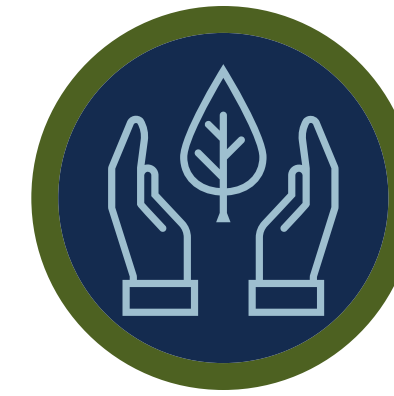
# Sustainable Development Measures

Within the framework of our hotels effort to implement the sustainable development, we have put in place a number of actions for which your contribution is essential.

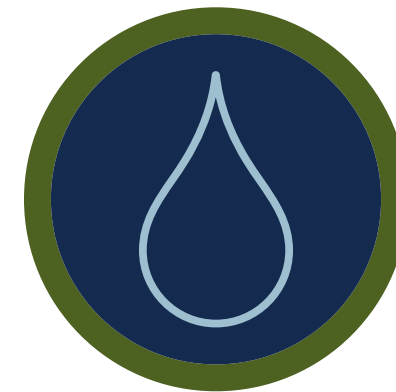
**This information encourages our employees to:**



**Save energy**



**Protect wildlife**



**Save water**



**Get familiar and comply with company polices**



**Reduce waste**



**Get familiar with the information in the Employee's Handbook which is entirely made for YOU!**



**Reduce & control hazardous waste**

# Energy Saving Measures: KITCHEN DEPARTMENTS

- **Turn-off all kitchen equipment and appliances when they are not needed.**  
Extractor fans, burners, gas cookers, ovens, fryers.
- **During the winter, move all items from various fridges into one.**  
Cooked and raw food should always be in separate fridges.  
However, raw food can be stored along with raw food with correct separation (different shelves and labelling in the fridges) and cooked food along with cooked with correct separation according to the food safety procedure.
- **Avoid often opening of the fridges.**
- **Do not leave fridge door opened.**
- **All fridges/freezers should be maintained at least annually.**
- **Air curtains should always be in place (not moved on the side).**
- **Keep the lights off at the cold rooms and freezers except when in use.**  
Leaving the lights on wastes electricity and produces unwanted heat, this in turn forces the refrigeration units to work harder than necessary.
- **The ovens should always be full before put in operation.**
- **Ovens should be tactfully cleaned from fat and grease.**
- **The oven fan should be in operation only when oven is on.**
- **Bain-marie should not be working above 70°C.**
- **Bain-marie should ALWAYS BE SWITCHED-OFF between meals.**
- **Only operate the dishwasher to process full loads.**
- **If the next washing will be in more than 2 hours, then switch-off the dish washer, if within 2 hours, do not switch-off completely.**
- **The air fans should not be in operation when oven is not in operation!**
- **The A/C should not be switched-on in the preparation areas where staff is not working.**
- **The simultaneous operation of the dish washers and ovens MUST BE AVOIDED!**
- **Kitchen working load should be reduced between 17.00h and 20.00h.**
- **Operate all equipment as per manufacturer's instructions.**

# Energy Saving Measures: RESTAURANTS

- Between meal services, make sure that all unnecessary lights are turned-off in the restaurants; move the curtains so the staff could work under the day light.
- Ensure that heating/cooling system is either turned-off or set to a more energy-efficient temperature (23-25°C).
- Turn-off all restaurant equipment and appliances when they are not needed (plate warmers, coffee makers, bain-marie, conveyor toasters). Switch them on just prior to the service. Regulate the temperatures as per requirements for safe food keeping (not more than 68°C).
- Operate all equipment as per manufacturer's instructions.
- Re-use the table clothes to avoid washing (turn the other side if stained).
- Glasses and cutlery polishing should be done in the restaurant under the daylight.
- Switch-on the heat buffet lamps just prior to the service.





# Energy Saving Measures: BARS

- Move curtains in the lobby area for more light and switch-off decorative lights.
- Those can be switched on at 17.00h when lobby is occupied with guests.
- Dish washers should always be full prior to the operation.
- Keep the lights off in the storage areas.
- When the A/C is on in the make sure that temperature is pre-set on 25°C.



# Energy Saving Measures: HOUSEKEEPING



- Make sure all lights and the TV set are turned-off before leaving guest room.
- Turn the heating/cooling system off or, alternatively, adjust its thermostat to a reasonable “empty room” setting (e.g., 26°C during the cooling season and 18°C during the heating season); leave the sheers fully closed and the curtains 3/4 closed on all windows and patio doors that are exposed to direct sunlight during the course of the day.
- Do not switch the A/C during room cleaning but open doors and windows.
- Clean often light fittings.
- The Environmental Letter should be placed in all guest rooms.
- Blinds should be pulled after room cleaning as to avoid the room overheating from the sun during the summer.

# Energy Saving Measures: MAINTENANCE

- Regularly clean the condenser coils of refrigeration equipment. Dirty coils reduce the equipment's performance and increase its energy consumption.
- Install plastic strip curtains in walk-in refrigerators and freezers to reduce the loss of cold air when the doors are opened.
- Periodically inspect refrigerator and freezer doors to make sure they seal correctly and are free of ice build-up.
- Carry out annual maintenance as per schedule for all hotel equipment and keep records of those.
- Operate all equipment as per manufacturer's instructions and as per internal procedures.



# Energy Saving Measures: ALL DEPARTMENTS

- Don't let water taps run for longer than necessary.
- Do not wash your fruits and vegetables under the running water, fill up the sink to wash and rinse those.
- Use a bucket and mop, rather than a hose, to clean the floors and windows in all hotel areas.
- Public areas should not be washed every day, but swiped and washed periodically every 3 days. Use high pressure and hose with reduction filters.
- Do not flush the toilet during room cleaning often! Toilets should be flushed only ones after the whole room has been cleaned as well as toilet bowl!
- Dish washers should be switched-on only when full.
- Equip all hoses in F&B areas with trigger nozzles.
- Thaw frozen meats and other food products in a refrigerator rather than under running water.
- Check for and report malfunctioning equipment and fixtures.



- **Pay particular attention to:**
  - Leaking toilets or malfunctioning flush mechanisms
  - Any other leakages in public areas
  - Excessively high flows from taps and shower-heads
  - Bathtub or sink stoppers that do not seal properly
  - Scalding hot water
  - Malfunctioning heating/cooling systems and controls

# Energy Saving Measures: ALL DEPARTMENTS



- Irrigation early in the morning or late afternoon - NEVER AT NOON!
- All employees should report to hotel manager any irrigation that is done at noon.
- Gardens should be well groomed as to reduce weed.
- Grass should not be covering the pavement (water from irrigation will be lost).
- Strictly follow the irrigation plan - it is not necessary to carry out irrigation every day.
- Timers (sprinklers and drop irrigation) should be used; manual irrigation should be reduced to the minimum.
- If manual irrigation is required, NEVER LEAVE THE WATER HOSE WITH WATER RUNNING!

# Saving Measures Copy Paper

- The energy required to produce one packet of A4 printing paper is 8.5KWh - this is enough for one low energy light bulb of 10w to operate for 850h!
- By reducing paper use we save energy, reduce pollution and waste!
- Always think before printing!
- Print both sided!
- If not printed both sided, always use the second page for new print out!
- Reduce text as much as possible!
- Use re-used paper for notes (cut into smaller pieces)!
- Place box for re-usable paper in all departments with proper sign (F/O, Administration, GM).
- By reducing paper use we contribute to the nature and **REDUCE** our company **COST!**



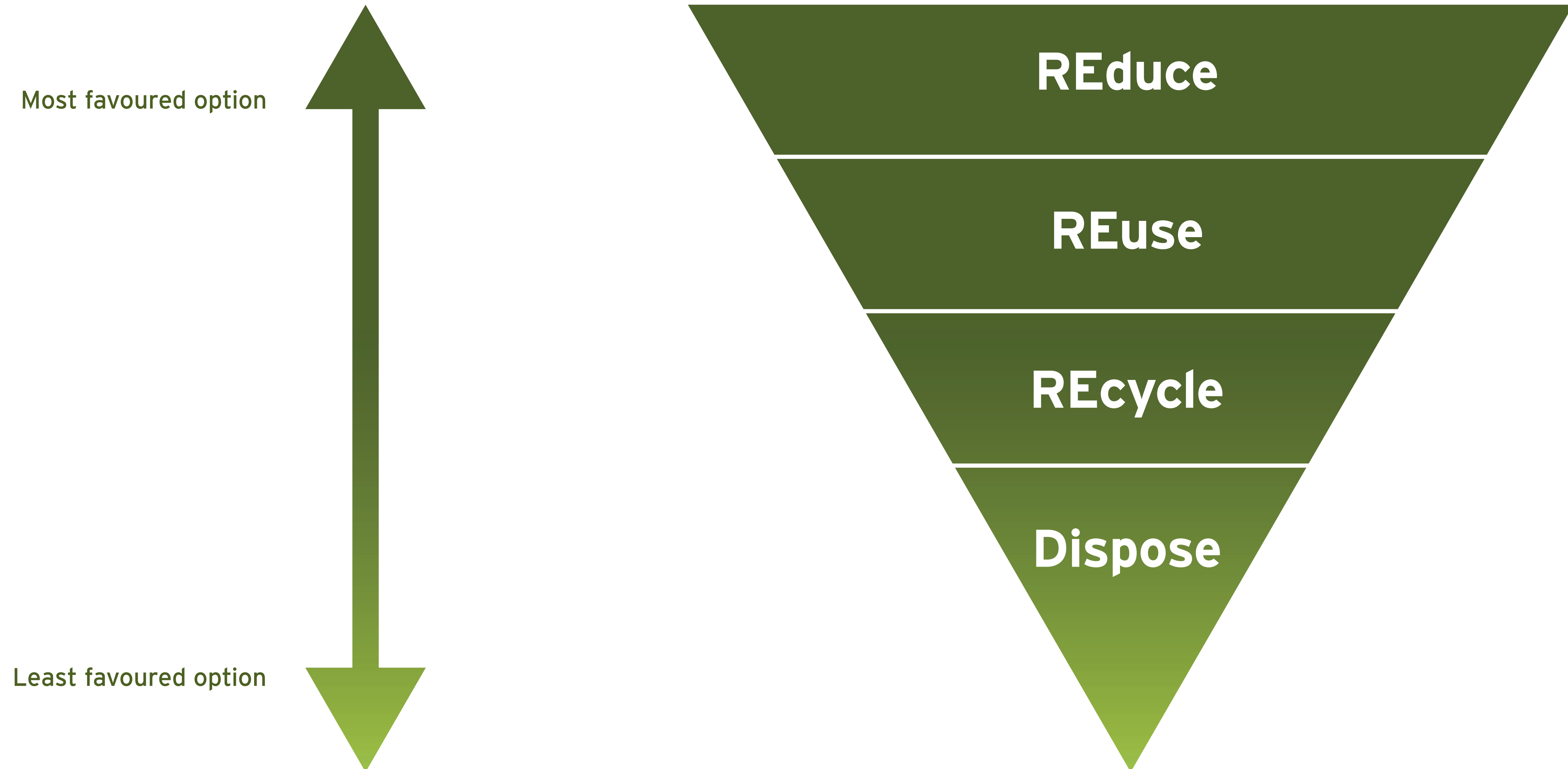
# Solid Waste Management

It is a legal obligation to recycle the following materials:

- PAPER
- PLASTIC
- GLASS
- BATTERIES
- FLUORESCENT BULBS
- ELECTRICAL & ELECTRONIC EQUIPMENT
- USED TONERS



# 3R & the Waste Management Hierarchy





# Liquid Waste Management

- Well closed and stored separately away from food stores.
- All chemicals should be clearly labeled and MUST be accompanied with its MSDS.
- All staff should be trained according to the MSDS in order to use correct quantities and reduce the underground water pollution.
- If you did not receive a training on how to handle chemicals, PLEASE CONTACT QUALITY COORDINATOR OR HOTEL MANAGER.
- In case of chemicals spillage ALWAYS FOLLOW THE MANUFACTURING INSTRUCTION and internal procedures on handling the spillage and shortly this is what should be done:
  - If spillage is not serious (small quantity of chemicals and absence of evaporation), approach the area with gloves, collect the chemicals with suitable tool, place in the special container, close well, store in separate and secured area and inform supplier to be returned.
  - If spillage is serious (large quantities and evaporation), DO NOT APPROACH THE AREA without MASK! CALL THE FIRE BRIGADE and CHEMICAL SUPPLIER!
  - In order to collect large quantities of chemicals spread all over the spillage are large amount of sand in order to prevent further leakage until relevant authorities arrive.
  - After the spillage, investigate the reason, record relevant form and take actions so this is not repeated!
  - If chemicals come into contact with eyes and skin always check the MSDS for first-aid actions and immediately visit the doctor by having the MSDS with you!

# Hazardous Waste Management

- Used oil should be strictly collected in its original plastic containers and disposed in the designed tank for used oil!
- Disposed oil quantity should be well controlled in order to ensure that all is correctly disposed!
- **USED COOKING OIL IS NEVER DISPOSED IN THE SEWAGE SYSTEM!**



# Sustainability Management



- Atlantica Group has developed various policies which can be downloaded at our web site and can be seen in various hotel areas.
- EVERY 5TH OF JUNE, OUR HOTELS ORGANISE ACTIVITIES WITH LOCAL COMMUNITIES!
- Our company sets Sustainability Targets; each hotel's target is: At least one sustainability/community activity per season.
- Our company sets Environmental Targets which are related to energy saving, waste management, environmental impact reduction.
- All employees are encouraged to take part in sustainability activities such as: beach cleaning, children's education on sustainability, plant trees, donate to the ones in need.
- Our business is committed to contribute to the local communities and therefore we make every effort to make hotels facilities available to the locals at a special price.
- You can help the community too! Buy local and support your local community!
- All EMPLOYEES should be committed and take action to improve sustainability!
- Most sustainability improvement measures are straightforward and common sense.
- Sustainability measures also reduce operating costs, improve quality, make communities happier and enhance guest experience.
- Improving sustainability, yields great benefits and thus should not be viewed as a chore.

# Company Policies



<https://www.atlantichotels.com/information/sustainability>

