

# Sustainability Report 2024





# Welcome to our 2024 Sustainability Report

This annual sustainability report presents Melissi's Beach Hotel & Spa sustainability performance for the year 2024. It summarizes how we managed energy, water, waste, emissions, purchasing, employee welfare and community impact, and it evaluates how well we met the goals we set for the year.

The aim is to be transparent with our guests, partners, employees, and the wider community, and to show clear progress toward stronger environmental performance, responsible business practices.

Hotel Classification: 4 star

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Website: <https://melissi.com/>

To support transparency, this sustainability report is available to all our stakeholders, including employees, guests, the public, suppliers, and subcontractors. You can access a copy on our website, at the hotel, or by requesting it via email or telephone.

## Hotel Certifications





Our approach to sustainability and  
responsible business

# Our Sustainability commitments and principles



At Melissi Beach Hotel, we strive to provide a great hospitality experience to all our guests while implementing sustainability and responsible business practices and upholding legal, ethical, and social standards. Our aim is to integrate sustainability within our operations, striving for continuous improvement and positive impact on our environment and communities. We therefore strive to:

1. Operating a sustainable hotel and collaborating with our shareholders, employees, guests, suppliers, and other business and community partners
2. Implementing, maintaining, and improving a sustainability management system to improve the hotel's environmental and social performance.
3. Fully conform with all applicable international, national, and local legislation, ordinances, regulations, and other obligations.
4. Ensure the hotel communicates and reports its progress.
5. Plan and implement reliable and productive processes, services, initiatives and infrastructure to prevent and minimise the negative impact arising from our activities.
6. Adopt and apply sustainability principles to the greatest extent possible.
7. Our work will be ongoing as we continue to address climate change, scarcer natural resources, and the evolving needs of the planet and of the local community.



# Our Governance commitments and principles

We foster a fair, inclusive, and responsible workplace while supporting our community.

1. **Employee Policy:** Equal opportunities, non-discrimination, compliance with labour laws, professional development, safe and supportive working environment.
2. **Human Rights:** Zero tolerance for child and human forced labour, exploitation or abuse; GDPR compliance; protection of children and vulnerable groups from discrimination, exploitation and harassment; mandatory reporting and training on safeguarding and managing the aforementioned principles.
3. **Community Engagement:** Act ethically and legally, support local initiatives and vulnerable individuals, promote local culture and procurement, maintains open dialogue with stakeholders.
4. **Health & Safety:** Ongoing risk prevention, employee training, compliance with legal and partner standards, monitored through a structured H&S management system.
5. **Grievance Mechanism:** Open communication, formal and anonymous complaint channels, fair investigation, confidentiality, protection against retaliation, right to appeal.
6. **Disciplinary Policy:** Fair, consistent procedure to correct behaviour (counselling, warnings, suspension, termination), focus on improvement and accountability.



# Our Environmental commitments and principles

We are committed to environmental protection and strives to reduce its operational impact on the environment. Our guiding principles are:

1. Ensure compliance with all applicable environmental laws and regulations.
2. Combat climate change by implementing actions that reduce our greenhouse gas emissions.
3. Reduce the natural resources used for hotel's operations
4. Reduce energy and water consumption.
5. Reduce, reuse and recycle.
6. Reduce the waste to landfill.
7. Implement a hotel wide recycling program for all waste streams.
8. Use biodegradable material and natural alternatives
9. Reduce the use of harmful substances with emphasis at cleaning chemicals.
10. Minimize any harm our operations may cause to biodiversity by reducing pollution and promoting responsible behaviour among our employees and guests.
11. Develop skills, provide training and coaching for environmental and sustainability. Make sure that employees understand our objectives, targets and their role.
12. Invite guest to support our efforts to reduce our environmental impact.



# Our Community commitments and principles

We are committed to support and engage with local people, businesses, economy community and protect local culture, traditions and history. Our guiding principles are:

1. Ensure that our hotel does not limit in any way access of local community to essential services, facilities and resources.
2. Respect and promote the culture, traditions and intellectual property of local people.
3. Consult with local community on issues that may affect their lives and wellbeing. Ensure that their views are considered in the hotel's decision making.
4. Support the local community through monetary or in-kind donations that improve the lives of local people in need, assist local not governmental organisations, protect the environment or preserve local culture and traditions. Encourage our guests to assist in this effort
5. Purchase goods and services from local suppliers.
6. Promote Famagusta area and Cyprus to guests and invite them to explore while in Cyprus its rich history, people, culture, traditions, monuments, food and wine.
7. Respect the protection of historical, archaeological, religious sites and items. Be against any illegal sale of historical and archaeological property. Set and communicate rules for respecting and protecting them.
8. Guide guests on the appropriate rules and behaviour at religious places, archaeological sites, forests, and environmentally protected areas.



# Your Support



We recognise that achieving our sustainability goals is not something we can do alone, and we invite all our stakeholders - employees, guests, suppliers, subcontractors, local partners and the wider community - to actively support our commitments.

You can help by reducing energy and water use in your daily activities, minimising waste and single-use plastics, respecting local culture and sourcing responsibly, and sharing feedback through our and communication channels.

By working together, we can keep improving our performance and create positive impact for our people, our guests and our destination.

An aerial photograph of a coastal resort, likely in Dubai, featuring a large, winding lagoon, several multi-story buildings, and a landscaped area with palm trees and smaller pools. The image is overlaid with a semi-transparent orange filter. The text "Engaging with People and the Local Community" is centered in white, serif font.

# Engaging with People and the Local Community



## A Socio-logical approach... Embedded in our Culture

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

- ✓ We respect international human rights, prohibit exploitation and protect personal data.
- ✓ We create local value by hiring, buying, and partnering within our community while honoring culture and heritage.

The aim of our community investment is to support efforts which make a positive difference to the communities in which we operate and are aligned with our values.



# Fostering relations with our Community

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

- Better relationships with our neighbours and other members of our community.
- Fostering pride and engagement among employees by giving them opportunities to contribute to meaningful initiatives
- Enhancing guest trust and loyalty, as visitors increasingly prefer hotels that care about the local community

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.



# Our People – Workforce statistics 2024

**Toral Workforce  
Gender**  
45% Female  
55% Male

**Personnel Origin**  
55% Local  
45% Non-Local

**Learning &  
Development**  
Total Training Hours:  
**873**  
5.63 hours per  
employee

**Total Sustainability  
Training Hours: 483**  
3.12 hours per  
employee

## 2024 Objectives:

Employee awareness and involvement  
4.0 training hours / employee  
1.5 sustainability training hours / employee  
>60% local workers  
>60% female employees

## 2025 Objectives:

Employee awareness and involvement  
4.0 training hours / employee  
1.5 sustainability training hours / employee  
>55% local workers  
>60% female employees



# Actions we are involved in

## Supporting the Local Community



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, local and or organic products on our menus.
3. Cyprus Breakfast featuring more than 15 local products and dishes.
4. 39% are from local / regional suppliers while 56% of our suppliers / producers based in Cyprus

### 2025 Objective

Local products >29%.  
Cypriot Products>58%.

### 2025 Objective:

Local suppliers >37%.  
Cyprus-based suppliers >48%.



# Actions that we are involved in

## Community and Local Culture Preservation

1. Supporting the local community through monetary or in-kind donations that improve the lives of local people in need, assist local non-governmental organisations, protect the environment, or preserve local culture and traditions.
2. 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.
3. Monetary donation to the Ulcerative Colitis & Crohn's Disease Association.
4. Protect endangered species and encourage our guests to take interests.
5. Invite guest and local people to support our efforts to reduce our environmental impact and preserve our planet.
6. Execution of annual beach cleanup
7. Promotion of Cyprus Culture: Weekly Cyprus Theme Night, local music and folkloric dances; Mezopolis Taverna (Local food and Cyprus meze); Cyprus corner (Breakfast Buffet)

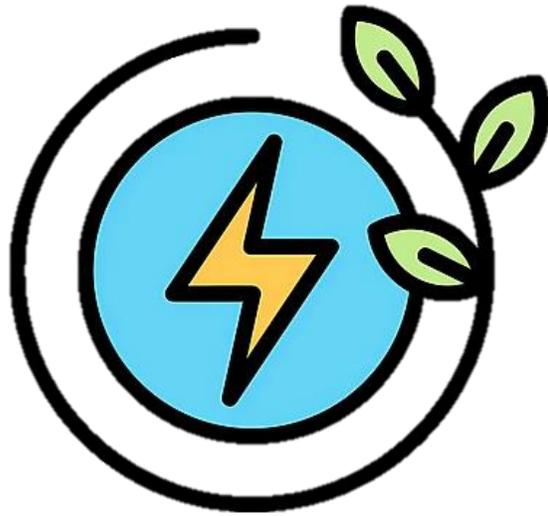


# Our Journey to a Greener Future

Environmental Actions and Performance 2023-2024



# Energy Consumption



	2023 (kwh/ g.n)	2024 (kwh/ g.n)
Consumption per guest night	16.35	18.25
2024 Target	Energy consumption below 18.00 kwh per guest night – <b>Not Achieved</b>	
2025 Target	Energy consumption below 18.00 kwh per guest night	

**Notes:** With average summer temperatures about +1.5 °C higher in 2024 than in 2023, cooling systems ran for longer and under heavier loads. Compressor efficiency declined at higher ambient temperatures, dehumidification demand increased, and refrigeration equipment (fridges/freezers) operated for extended periods.



# Water Consumption



	2023 (m3/ g.n)	2024 (m3/ g.n)
Consumption per guest night	0.21	0.24
2024 Target	Water consumption <280 liters per guest night - <b>Achieved</b>	
2025 Target	Water consumption < 280 liters per guest night	

**Notes:** Exceptional heat drove pool evaporation well above normal. Guests showered more often and for longer.



# Waste Performance and Reduction Measures



Year	General Waste (kg/ g.n)	Recycling (kg/ g.n)
2024	0.13	0.14
2024 Target	Recycling >0.25 Kg per guest night – <b>Not Achieved</b>	
2025 Target	Recycling >0.15 Kg per guest night	

1. All departments participate at the Reduce, Reuse and Recycle program. Recycling points are available throughout the hotel. Recycling programme for PMD, glass, light bulbs, batteries, cartridges, electrical appliances and cooking oil
2. Avoid using single-use packaging in favor of reusable containers and packaging options. Selection of biodegradable, eco-friendly, single-use products where possible.
3. Adoption of zero-waste cooking methods.
4. Maintain, fix and repair appliances, equipment's and furniture so they last longer and are efficient Reuse of storage containers, old rags.
5. Repurposing or redistributing old linens.



# Chemical Use



	2023 (ml/g.n.)	2024 (ml/g.n.)
Consumption per guest night	255	285
2024 Target	Use of Chemicals <270 ml per guest night. - <b>Not Achieved</b>	
2025 Target	Use of chemicals <270 ml per guest night.	

# Carbon Footprint



	2023 (kgCO <sub>2</sub> /g.n.)	2024 (kgCO <sub>2</sub> /g.n.)
Carbon Footprint per guest night		15.05
2024 Target	Not available	



# Opportunities for Improvement

## and our Plan for 2025



1. Introduce and implement control, monitoring and reduction measures for waste management.
2. Effectively implement all applicable policies, procedures, practices and adhere to local legislation and Travelife standard. Retain Travelife certification
3. Study and installation of additional photovoltaic systems.
4. Further explore and protect the local biodiversity.
5. Participate at new sustainability programs and actions.
6. Introduce hotel employees, guests and local community to circular economy and sustainability
7. Further expand our CSR and community engagement efforts.
8. Provide more than 20 Cypriot dishes on hotel menus, at least one daily at lunch. Certification with Cyprus Breakfast.
9. Execute at least two sustainability and environmental activities with the participation of the hotel employees and its guests.
10. Offer 2 new vegetarian and vegan options in the menus and buffet.