

LOUIS LEDRA BEACH HOTEL

is proud & happy to be awarded with the



TRAVELIFE GOLD AWARD

Gold

Travelife 
Sustainability in tourism

SUSTAINABILITY POLICY REPORT

Here at the Louis Ledra Beach Hotel, we are all aware of the big issues that have arisen globally over the last few decades in regards to waste of energy / sources of energy (i.e. electricity, water, food, land etc.).

This has had a negative impact to the environment and extended to the increase of socio-economic issues. Hence, it is our commitment as a hotel and people to ensure that our operation will have a positive impact to the environment and the community where possible. This will be done by setting goals and standards which will facilitate us in reducing waste to reach these goals.

In order to satisfy broader sustainability criteria including the environmental, community and human resource welfare, Travelife Gold award must be again achieved in year 2016. To achieve our goals, we have appointed a member of the management, Mr. Christos Zorpas (General Manager) the responsibility to manage the environmental, human resource and community issues. It is important that this person informs and guides the management team through the resolution of these issues where possible and ensures that procedures apply to all parts of the business and business activities.

Further to this, written records must be kept on the progression of the sustainability program on an annual basis (see Hotel's Annual Management Review – ISO 9001:2008). Along with the Travelife management system, the Louis Ledra Beach Hotel ensures that all guests receive quality service all around the hotel's facilities and services via the collection of various data from Tour Operator's Customer Satisfaction Questionnaires, Hotel's own online questionnaire, MV Opinion Survey (an external guests' monthly survey) and from holiday experience websites such as Tripadvisor Zoover, Holiday Check etc.

The Management

Louis Ledra Beach Hotel



LOUIS LEDRA BEACH HOTEL

ENVIRONMENTAL POLICY

Here at Louis Ledra Beach Hotel we commit ourselves to green hotel policies and the implementation of proactive measures to help protect & sustain the environment for future generations. We recognize the impact of our operations on the environment and aim to be an increasingly efficient green and environmental hotel. We strive to minimize any detrimental effects as a result of our business. By working together we can contribute to making a cleaner and safer environment and ensure environmental issues remain a focal point and receive proper attention.

IN DELIVERING OUR COMMITMENT WE WILL:

- Comply w/ the relevant environmental legislation & take a proactive approach to future requirements & obligation
- Seek to conserve natural resources through the responsible use of energy, water and materials but also maintaining the quality of service expected by our valued guests.
- Monitor performance and aim for continued improvement by reducing re-using, and recycling in areas such as energy consumption, reduction of waste materials and water consumption.
- Work with suppliers who have compatible policies for managing their impact on the environment.
- Through our active environmental team we will ensure that our efforts are continually reviewed, updated and communicated to all members of staff and management.

EXAMPLES OF EVERYDAY ACTIONS:

[a] Recycling of....

- Paper, cardboard, glass, plastic, cooking oil, toner cartridges fluorescent light tubes.
- Waste compacted to reduce number of collections.

[b] Saving energy by....

- Monitoring gas, diesel and electricity consumption on daily/weekly/monthly basis.
- Use of low energy light bulbs. > Use of motion detectors at designated areas.
- Key fob control system installed in every room to control lights, heating or air-conditioning when room isn't in use.
- Re-use towels on guest request.
- Building management systems that control temperature throughout the building.

[c] Reduction of....

- Water consumption by ongoing installation of new flush system in toilets.
- Waste packaging by the purchase of bulk food items and cleaning materials.

GUESTS' CONTRIBUTION / YOUR CONTRIBUTION:

- During daylight, and when in your room, please switch off as many lights as possible.
- Please switch off all of your room's power sockets that are not in use.
- Reuse your bath and beach towels when possible.
- Turn water on only when necessary; don't forget to turn off water after washing your hands when using the toilet.
- Use the low flush button when possible (toilets).
- Separate recyclable garbage for our chambermaids to collect (glass, plastic, paper, metal).
- Throw recyclable litter in the recycling bins located around the hotel.
- Refuse batteries at the designated area in the lobby (opposite souvenir shop).
- Reduce volume of garbage before throwing in the bin when possible.
- Our cups & plates at the pool and beach bar are reusable; do not throw them away.



LOUIS LEDRA BEACH HOTEL

ENVIRONMENTAL POLICY STATEMENT

ENERGY SUPPLY & MANAGEMENT

In 2015, the Louis Ledra Beach Hotel has electricity consumption at 14.04 KWh per guest night. In 2015, the Louis Ledra Beach Hotel has had electricity consumption at 14.04 KWh per guest night; in 2016, the hotel has had electricity consumption at 13.68 KWh per guest night (i.e. -2.6%). Operationally the Louis Ledra Beach undertakes the following: Ensure that all equipment purchased in the future are rated as energy efficient Ensure the hotel's staff are trained as appropriate in energy conservation Whilst ensuring a wide range of high quality products, the Louis Ledra Beach Hotel purchases solely from the local market suppliers. In addition to this, orders are placed on standard basis within a week to reduce delivery slots. This will help us reduce CO2 emissions from transportation of products locally and from abroad.

ENERGY SAVING INITIATIVES

The Louis Ledra Beach Hotel ensures throughout its operation, optimal efficiencies by undertaking the following:

- We use low energy light bulbs or LED lights in public areas, accommodations and back of house areas.
- Energy light bulbs (outdoors, guest rooms)
- LED (Restaurant, corridors)
- Public areas
- Public rest rooms lighting is controlled by sensors
- Outdoor lighting is controlled by timers
- Windows at the lobby area are covered with special see-through surfaces to block sun radiation and preserve temperature.
- Monitoring and adjusting temperatures of air condition of the public areas.
- Accommodation Electricity switches on only with a magnetic key. Air-conditioning and/or Heating work only when rooms' balcony doors are closed. Balcony doors are double-glazed to preserve temperature in guests' rooms.
- Equipment Replace old equipment with new of better classification
- Preventive maintenance of all machinery as per the annual maintenance program in order to reduce energy loss though faulty equipment
- Placement of air curtains in all cold rooms to prevent energy loss
- Staff training & awareness for reporting any faulty/ energy losing equipment.
- Air curtain in all cold rooms to prevent energy loss
- Staff training & awareness for reporting any faulty/ energy losing equipment.

WATER MANAGEMENT

The Louis Ledra Beach Hotel, does not compromise guest comfort or health & safety, yet incorporates water saving procedures and devices to minimize overall water consumption. The water consumption in 2015 was 252 Ltr per guest night. The water consumption in 2016 was slightly increased to 268 Ltr per guest night.

- Water saving initiatives Hotel (Public areas & Accommodation)
- Toilets equipped with low flush buttons
- Hot water is constantly circulated to have instant hot water at the sinks.
- Public areas
- Public swimming pool showers are equipped with push buttons to control the duration of water flow.
- Beach towels are changed every 3 days to save laundry water (flexible if needing earlier replacement).
- Gardens around the hotel's public areas are moderately watered, as per hotel's 'Weekly Irrigation Plan', so as to avoid unnecessary water wastage. The plan is strictly followed by the hotel's gardeners' team and exceptions may apply during rainy periods.



LOUIS LEDRA BEACH HOTEL

ENVIRONMENTAL POLICY STATEMENT

(Continued from previous page)

- Accommodation
- Bed linen is changed every 3rd day (changed earlier if needed).
- Guests are encouraged to re-use bathroom towels by hanging them back on the rail and also to save water.

Back of house

- Kitchen and toilet sinks are equipped with push buttons to control the duration of flow

Waste water

- Grey water is disposed to the public sewage treatment lagoon system

Water Flow

It is our commitment/plan to ensure that the water flow in guests' and public areas is no more than:

Showers = 10l/min, Basins = 5l/min, Toilets = 6.5l per flush, Urinals = 2l per flush.

The hotel's maintenance dept are already given instructions to start regulating all related water features.

WASTE MANAGEMENT

Our hotel minimizes its solid waste production and encourages guests and staff to join the recycle program. Specifically, we:

- Recycle glass, paper, cardboard, plastic, metal, batteries, UCO (used cooked oil), lamps and electric devices.
- Replaced disposable plastic cups with reusable polycarbonate cups.
- Serve water by glass rather than in plastic bottles.
- Buy our supplies in bulk (when possible)
- Install compactor in the garbage collection area so as to decrease the need for frequent garbage collection.
- Recycling bins positioned in prominent public areas in order to promote recycling culture.
- Instructions are given to all staff to print only when necessary on double sided paper and in black & white whenever possible.
- Reuse destroyed linen as cleaning rags.
- Food items not consumed in buffet are taken to the staff cafeteria for consumption in controlled temperatures.
- Make use of recycle pens & recycled paper whenever possible.
- Avoid using extra plastic straws and other cocktails' decorations.

CHEMICALS

The hotel purchases environmental friendly cleaning supplies biodegradable (90%) and concerned staff is trained for appropriate use.

PURCHASING

Whilst ensuring a wide range of high quality products, the Louis Ledra Beach hotel purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad. Additionally, prior to every purchase of electrical equipment, we make sure that they are energy efficient and friendly to the environment.



ENVIRONMENTAL POLICY STATEMENT

OUR VISION

- By 2015, the Louis Ledra Beach Hotel will have provided a thorough training to its employees in regards to the environmental issues, our targets, and the tools / method which will coincide to achieve our goal. Repeat trainings, where possible, were repeated in 2016.
- Our guests will receive better information on our environmental action.
- Energy usage (electricity, water, fuel, gas) will be reduced.
- We will make sure that the water flow will be adjusted to the requirements of the Travelife Sustainability Programme:
Showers: 10l/min, Basins: 5l/min, Toilets: 6.5l/flush, Urinals: 2l/flush
- Identify the processes / procedures that have a negative impact to the environment and try to minimize them.

By 2017, we will continue with the same efforts as in previous years. We will also inform our suppliers and our contractors of our environmental policy and try to monitor their performance to ensure that the goods and services they provide, meet our environmental criteria. We will also upload all above policies etc. onto the hotel's own website so local community, suppliers, sub-contractors, guests & staff.

The Management

Louis Ledra Beach Hotel



HEALTH & SAFETY FIRST



Please take some time and read here below all the various points concerning everybody's Safety and Hygiene. Adhering to these points you will enable us minimize any unnecessary accidents and/or incidents and at the same time it will enhance everybody's enjoyment of his/her holidays.

- Consume your food at the designated restaurant eating areas.
- When entering any indoor area, please make sure you are in a dry state.
Please also ensure you are not entering any indoor area barefooted.
- Please avoid carrying food and beverage items up in your rooms.
- Ensure your children do not run nor shout around the indoor areas.
- Ensure your children do not run around the swimming pool area especially when floor is wet.
- Do not carry any glassware or any chinaware around the swimming pool, gardens and beach areas.
- When leaving the indoor pool area, please dry your selves first.
- Any guests with heart problems, high blood pressure or pregnant should avoid using the Jacuzzi and sauna.

Children should not use these facilities.

- Please note the warning signs when floors are being mopped or when gardens are watered.
- Use handrails where applicable (stairs, ramps).
- Supervise your children at all times especially when swimming or when playing at the kids' playground.
- Do not allow your children to use the lifts without the presence of an adult.
- Make sure you are aware of the closest to your room emergency exit (staircase).
- In case of a fire and/or an evacuation, the 'assembly point' is outside the hotel, at the hotel's car park.

NO SMOKING in the rooms.

- Let the reception desk know if you are accompanied by a disabled person.
- Ensure you always keep your room door shut and your balcony doors locked.
- Please avoid using the rooms' white towels at the pool and/or beach area; use instead the blue beach towels.
- Infants and young children must always wear 'special swimming nappies' while in the pool.
- Please avoid using the swimming pools at night time as these are not supervised. Please also be advised that all of our swimming pools are super-chlorinated at night time.
- Report to reception desk or to the Duty Manager any illness or accident, even minor, you might have experienced or witnessed.

Should you have any questions or should you need any assistance please refer to the reception desk.

The Management

Louis Ledra Beach Hotel



LOUIS LEDRA BEACH HOTEL

TRAVEL LIFE SUSTAINABILITY REPORT 2015 & 2016

The Louis Ledra Beach is very proud with its sustainability progress and activities. Over the last few years, the hotel has managed to maintain and improve in various areas thanks to its employees' efforts and priceless loyalty towards the environment, the respect towards human rights, promotion and support to the local community and local charities etc. This report is prepared in order to keep informed and updated the hotel's senior management team as well as the hotel's rest employees.

ELECTRICITY / GAS / FUEL



We have taken various actions so as to reduce the consumption of electricity. These actions are:

- Our maintenance department will ensure the use of low energy light bulbs & LED lights. High cost and high energy light bulbs used in the past are now replaced with low energy & LED products.
- In the past, lights in guests' toilets would stay on continuously. The hotel has now placed 'movement sensors' so as to automatically switch off lights when no guests are using the said areas.
- Outdoor areas lights are now controlled with an automatic timer system.
- Also special glass stickers to block sun radiation are now placed on lobby's window glass surfaces.
- Electricity activation through magnetic keys is placed in all rooms. This system prevents air-conditioning and heating from staying on when guests leave their rooms.
- The discontinuation of electricity supply applies also when room balcony doors stay open.
- Air curtains are placed in all walk-in cold rooms (fridges & freezers).
- Old equipment has been replaced with new of better energy classification for the main kitchen: new pastry oven, new griller etc.
- Monitoring and adjusting temperatures of air-condition of the public areas.
- Preventive maintenance of all machinery as per the hotel's 'annual maintenance program' in order to reduce energy loss through faulty equipment.
- Staff training to report any faulty equipment.
- Information to staff on how to reduce the consumption of gas and diesel through careful procedures whilst using equipment i.e. kitchen ovens etc.
- Daily recordings of gas & diesel consumptions and ways to identify wastages, out-of-the-ordinary consumptions and more.

CONCLUSION/TARGETS

The above actions have managed to bring satisfactory results. Compared to last year, in 2016 we have successfully reduced the 'kilowatt hours' per guest (combination of fuel, gas & electricity consumptions together) by 4.2% to 22.03kWh per guest compared to 23.00kWh per guest in 2015. [final figures]. In detail:

Electricity consumption [kWh per guest] in 2015: 14.04

Target for 2016: 13.90

Actual in 2016: 13.68 [↓1.6%]

Fuel consumption [liters per guest] in 2015: 0.56

Target for 2016: 0.56

Actual in 2016: 0.55 [↓1.7%]

Gas consumption [liters per guest] in 2015: 0.26

Target for 2016: 0.257

Actual in 2016: 0.23 [[↓11%]

Actual in 2016: 0.25



WATER



The Louis Ledra Hotel tries also to control the consumption of water, both potable and irrigation water with various ways. These are:

- Lower water flow at all water outlets.
- Toilets are equipped with low flush buttons.
- Hot water constantly circulates in the hotel.
- Public area showers work with push buttons for up to 15 seconds.
- Beach towels and bedroom linen are changed every 3 days.
- Guests are encouraged to reuse their bath towels and save water.
- Daily recordings of consumption of potable water.
- Daily recordings of consumption of irrigation water.
- Modest watering of gardens & consumption of irrigation water.
- Grey water is disposed to the public sewage treatment lagoon system etc.

CONCLUSION/TARGETS

Staff and guests are now aware of our Water Saving Actions and they are certainly more concerned and sensitive about water wastage/consumption; all parties would try their best to minimize the same. Targets for 2015 were reached. Potable & Irrigation water consumption [tons per guest] in 2014: 0.345 Target for 2015: 0.345 Actual in 2015: 0.325. In 2016 this figure was increased to 0.362. Staff were notified about the same and efforts in reducing the consumption per guest will continue.

WASTE



Waste minimization is a process of elimination that involves reducing the amount of waste produced in our hotel and helps eliminate the generation of harmful and persistent wastes, supporting the efforts to promote a more sustainable society. We, here at Louis Ledra, take various actions so as to minimize waste by:

- We recycle glass, paper, cardboard, plastic, metal, batteries, used cooked oil (UCO), lamps and electric devices.
- We use reusable polycarbonate cups instead of disposable plastic cups.
- Water is served by glass rather than in bottle.
- We purchase in bulk when possible.
- Installed a compactor in the garbage collection area to decrease the need for garbage collection.
- We own recycling bins positioned in most of the public areas in order to promote recycling culture.
- Instructions are given to all staff to print only when necessary, on double sided paper and in black & white whenever possible.
- We re-use destroyed linen as cleaning rags and food items not consumed in buffet are taken to the staff cafeteria for consumption.
- Guests and staff are now given pens made of recycled material and we also avoid using extra plastic decorative straws/materials for drinks etc.

CONCLUSION/TARGETS

Targets were met. Staff are now adhering to management's instructions for maximum recycling. Amongst other, in 2015 and up to October 2016 we have achieved the following: - We have disposed 440,510Kg of solid waste using our garbage compactor. - We have recycled 25,675Kg of paper. - We have recycled 15,143Kg of PMD. - We have recycled 21,375Kg of glass. - We have also collected 2,640Ltr of used cooking oil and have given it to a local supplier/organization for treatment and re-using.



CHEMICALS



The hotel has adopted the policy in purchasing environmental friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use. We also keep records of all chemicals’ details incl. consumption, storage quantities, hazardous & non-hazardous information of each chemical etc. Staff is now trained to take all precautions when dealing chemicals using the required protective measures and knowing their correct use.

CONCLUSION/TARGETS

Our target was to have zero incidents of spillages as well as accidents involving employees (and guests) and chemicals. No incidents were recorded during the last couple of years.

PURCHASING



Whilst ensuring a wide range of high quality products, the Louis Ledra Beach hotel purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad. Additionally, prior to every purchase of electrical equipment, we have asked our head offices [who decide from who to purchase this equipment from] to consider buying equipment that are energy efficient. We have also asked our head offices’ purchasing department to consider [when dealing with suppliers for forthcoming annual purchasing agreements] to supply us in bulk so as to reduce carton paper. We have also been in touch [in writing] with our local suppliers and have informed them of our Sustainability Policy and have asked them to keep in mind and consider the said policy by assisting us from their side adopting similar methods.

CONCLUSION/TARGETS

We believe that the above mentioned actions have helped our scope and subsequently improved the awareness of sustainability with matters related to purchasing.





Communities are the heart of nations. When families thrive, communities thrive. The Louis Ledra Beach Hotel is committed to working with local businesses, agencies, churches, charities and organizations who believe in building strong communities. We therefore:

- Recruit local people and/or people living locally so as to help money circulate within the community and discourage locals to seek for jobs abroad.
- When possible we participate in fundraisings, organize our own charity events or/and donate food or equipment we no longer use.
- We promote to our guests the 'Cyprus Breakfast', a national initiative promoting local breakfast items to foreign visitors in hotels. We also promote various other traditional culinary choices at both lunch & dinner meals, plus we organize, three times a week, the 'Cyprus Meze night' where our foreign hotel guests can experience what we the locals enjoy when we dine at the local tavernas. Our all inclusive drinks package involves mostly locally produced alcoholic and non-alcoholic drinks.
- Also, local events and businesses are permitted to promote their services and products for free (flyers, brochures).
- The hotel employees donated money to Pasikaf-Cancer patients.
- We raise money for Pafiakos CCP animal welfare on yearly basis.
- We have organized a charity event and have sold cup cakes to guests and staff and have managed to raise a substantial amount of money for the kids with cancer association.
- We have organized a fundraising beach volley ball charity event and have involved both staff and guests. During the event we have collected money for the association of Children with Cardiac diseases. €888 were raised during the event. In March 2017 we have participated at 'Run around Pafos' and have managed to raise €602 for the 'Protection center for children of Pafos'
- We keep our beach plastic free - placing ashtrays at the beach area is great way to protect the environment and sea life but also improve the appearance of the beach-front to be enjoyed by locals & foreign visitors; also cigarette butts extinguishers are now placed on the beach etc.
- We participated in the 'All Inclusive Ambassador Program' where hotel staff are promoting local restaurants and bars and other nearby attractions and businesses so 'all inclusive' guests will know what the local area has to offer.
- We have participated at Travelife's "Big Beach Clean Up Day 2016" and together with guests we have cleaned the hotel's beachfront. We have repeated the same campaign in July 2017.

CONCLUSION/TARGETS

The hotel's relationship with the local community has improved a lot with positive cooperation with all sorts of local associations and businesses. The hotel aims and will continue to aim to assist and support the local community with every possible way.



HUMAN RESOURCE



Our hotel adheres to the rules and regulations of Cyprus' employment law. We do not discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information. Because of this:

- We recruit regardless of gender, age, race, nationality, religion, or/and disability.
- We recruit people of the minimum age required by law.
- Our new employees have an induction week so as to learn and understand the hotel's general policies, health & safety precautions; during this week they would also receive on-the-job training so as to be more prepared to deal with their job's requirements. The new employees will also receive the company's Codes of Conduct booklet in order to know the "do's" and "don'ts", job requirements, adhering to rules & regulations etc.
- When there is a job opening, we try to promote from within – 70% of our Management team have been promoted internally from both the Ledra Beach and the Louis Hotel Group.
- We also aim to re-employ our staff every year – 75% are repeat employees (2015 figure); in 2016 this percentage increased to 79%.
- All employees are entitled to benefits i.e. social insurance, annual leave, 13th salary, sick leave, uniforms, meals on duty, join the Hotel Unions etc.

CONCLUSION/TARGETS

During 2015 and 2016, there have been no cases of complaints related to employment and human rights neither any difference with employees regarding mistreatment or unfair dismissals. Targets for zero cases with human resource related issues have been successfully achieved.

HEALTH & SAFETY



We try to adhere to all Health and Safety at Work regulations as we wish to ensure the safety and welfare of all of our employees. We provide to all employees the necessary tools so as to work in a safe environment; these may include training seminars on safety and health, related information leaflets and guidelines, various safety equipment to work with as well as 'safety data sheets' of chemicals etc. Several other publications such as the 'Evacuation & Emergency Plan', 'Louis Hotels manuals', the 'Codes of Conducts handbook' etc. are also given to staff and are available to read and use. Furthermore, we apply rules on personal appearance and hygiene, we provide staff with the best possible food options as well as changing rooms & shower rooms. With regards to accidents and illnesses [involving both guests and employees], we record all kind of accidents/illnesses no matter how important - or not - they are, and we take immediate corrective actions so as to prevent them from happening again. An analysis of all accidents and illnesses is done twice a year in order to study their nature, frequency, cause, location etc. and preventive actions are taken when necessary and if possible.

CONCLUSION/TARGETS

Our targets on Health & Safety are ongoing and remain the same; we want to provide the safest environment to both guests and staff with zero accidents and zero illnesses occurring around the hotel's premises. When these occur though, we evaluate and investigate each and every incident so as to take all the right corrective actions in order to prevent them from happening again and/or to stop any possible spread of infection.



GRIEVANCE & DISCIPLINE



All members of staff may discuss any issues and personal complaints with their Department Heads. If they feel that their issue or complaint was not resolved after meeting with their department head, they are free to ask to meet with the Hotel Manager. Staff needs to feel comfortable with their colleagues and supervisors, and furthermore at their workplace, therefore meeting with their head of department and the hotel management is made easy for them. Disciplinary penalties / warnings are given/issued by the Department Heads. In case of minor wrong doing, the employees are issued with a verbal warning. Repeating or in case of another minor wrong doing, will lead to the first written warning. Whilst issuing a warning, the employee is explained why he or she is receiving the said warning so as to understand his/her wrong doing in order to avoid repeating it in the future. If this continues, and after issuing a 3rd written warning, employees are dismissed from the hotel. Every time an employee is issued with a warning, the employee's trade union representative is copied with the warning. In case of serious wrong doing (i.e. stealing, abusing/bullying colleagues or guests, etc.), the employee will be dismissed on the spot with no warning. At the beginning of their employment, our employees are issued with the 'Codes of Conduct' handbook; all information related to employment conditions, disciplinary rules and regulations, "do's" and "don't's" etc. are mentioned on the said handbook so as employees read and understand the same. A suggestions box is also available so employees can use to drop their suggestions/-complaints etc. anonymously or by using their name.

CONCLUSION/TARGETS

We aim to provide our employees with a friendly, comfortable environment so as to make it as easy as possible [for them] to express concerns and issues related to work when needed. Staff is treated fairly and is explained in detail what is expected from them whilst at work incl. grievance and discipline.

CHILDREN PROTECTION



The Louis Ledra Beach Hotel fully supports the protection of under-aged including child labor, physical and sexual abuse. All employees receive training to distinguish basic children abuse incidents and are also encouraged to report to the hotel's management when they notice one. The management in return will immediately report the incident to the local child protection authorities whether they originate from guests or employees. Our hotel and its employees can not under any circumstance tolerate such incidents.

CONCLUSION/TARGETS

We did not notice neither we have been informed about any such incidents. We aim to continue protecting children by training our staff so as to be able to identify any kind of abuse and subsequently report the same at the local authorities.

