

Sunwing Resort Sandy Bay Beach/Ocean Beach Club

Nissi Avenue 75

5340 Ayia Napa

Sandybay.sunwing.net

Sunwing Sandy Bay Beach is located on Nissi Avenue. The hotel was built in 1989 and extends over an area of 15700m² plot of land. The building consists:

- Basement with the back of the house areas (store rooms, boiler room, staff areas, offices, laundry room)
- Ground floor with reception, conference rooms, show bar restaurant. Mini Market
- Offices.
- 37 blocks of apartments 31 blocks of 10, 4 blocks of 4 and 2 blocks of 8
- Gardens with Palm trees large areas green, bougainvillea's
- Water slides
- Play house
- Fitness & Spa rooms and Gym
- Andreas Kitchen
- 8 pools

Sunwing Sandy Bay Beach accommodates approximately 1330 guests during the summer season and around 550 during the winter with a team of 280 employees during the summer period. All guests come from Scandinavian countries with the majority from Sweden. Employees are mainly locals, with a small number of Scandinavian staffs to cover Shows, Spa Fitness, Mini Land and language and in the restaurants and Bar

Whilst we strive to enhance the quality of our guests stay, we ensure our actions are undertaken with outmost respect to and minimal impact on the environment for the benefit of the local community in which we operate. We are committed to measuring and managing those impacts by:

- Having clear and comprehensive policy statement
- Implement sound environmental practises in our day to day operations
- Striving to reduce our use of energy and water, and re-use and recycle the resources consumed by our business wherever practical.
- Encouraging the development and integration of sustainable technologies, including renewable energy
- Monitoring and measuring our environmental performance on a monthly basis.
- Protecting the rare endemic plants and wildlife on our hotels ground
- Treating all employees equally and fairly over the course of their employment with the company. The hotel ensures that no discrimination on social, political, sexual and religious grounds are to take place against any of the employees.
- Engaging our customers, employees, suppliers and contractors in our effort to protect the environment
- Providing the necessary resources to meet our objectives and targets and om-going training for our staff on environmental, social and health & safety issues.
- Communicating our policies practises and programmes to all our staff, guests, suppliers and the public.

The hotel's General Manager leads the sustainability team with all head of departments as members. Our sustainability Management system is based on the Travelife requirements.

Awards

1. EU FLOWER
2. TRAVELIFE
3. ENVIRONMENTAL AWARD FOR COMPANIES
4. CHECK SAFETY FIRST GLOBAL WINNER
5. BEST FAMILY HOTEL
6. BEST QUALITY PERFORMANCE
7. CUSTOMER HERO WINNER

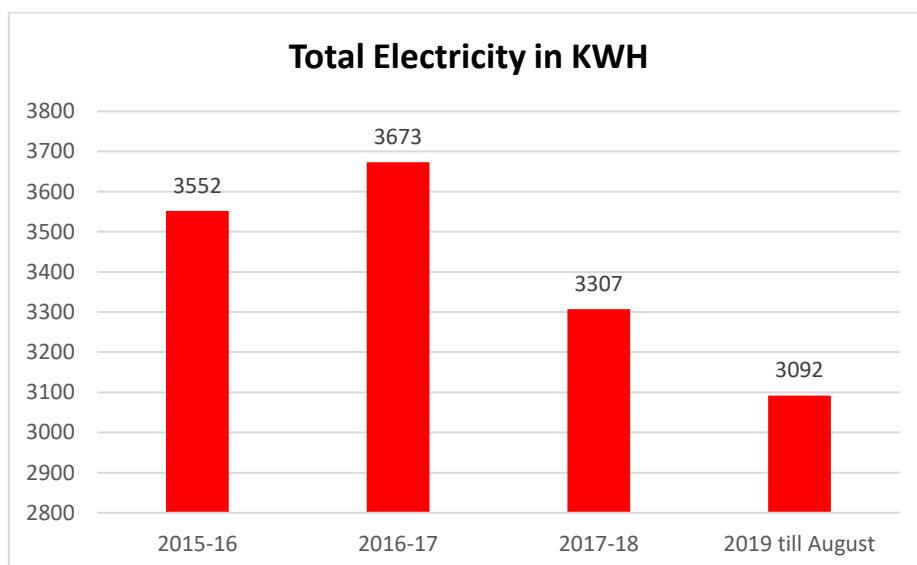
The environmental targets for Summer 2019 have been set with an implementation action plan and are monitored through our environmental programme. Appropriate measures were taken based on this programme and necessary actions were taken when and were deemed necessary.

This report is analysing our sustainability performance from 2016 till 2019

Energy Conservation.

The electricity is supplied by the Electricity Authority of Cyprus. Is primarily used for lighting, cooling and running the hotel equipment such as pumping stations, kitchen equipment, fridges and freezers and office equipment

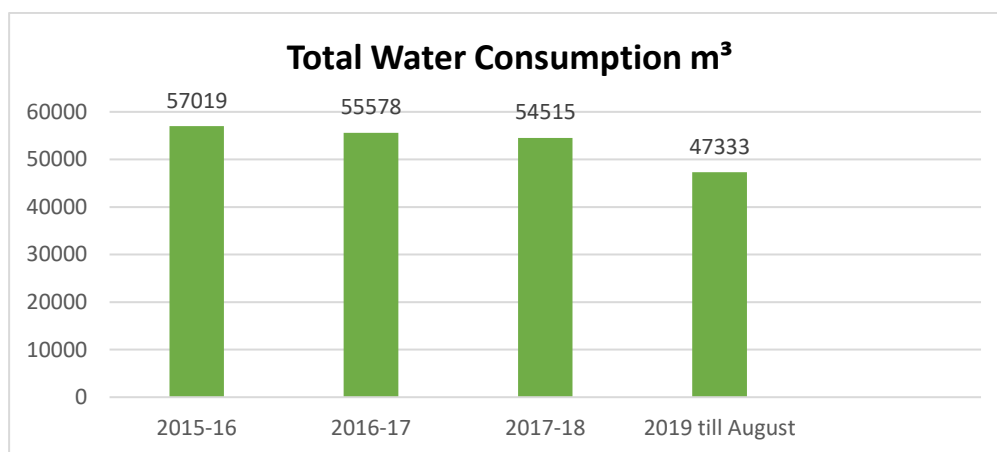
	2015-16	2016-17	2017-18	2019 till August
Electricity (kWh)	3552	3673	3307	3092
Electricity (kWh/guest night)	11.97	12.48	11.78	12.17



Water

Water is supplied from the Municipality for use in the rooms, kitchen areas, hygiene areas, swimming pools, laundry and other outlets of the hotel. Recycled water from the Municipality is used for the gardens.

	2015-16	2016-17	2017-18	2019 till August
Total Water Consumption m ³	57019	55578	54515	47333
Total Water Consumption/guest night	192.09	188.75	194.15	215.38



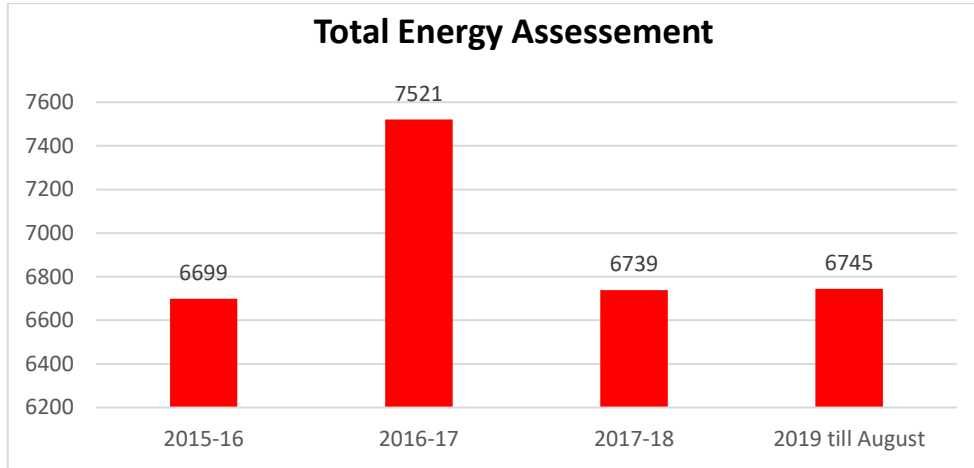
Water Assessment

	2015-16	2016-17	2017-18	2019 till August
Rooms	39984	40814	42977	39613
Laundry	1124	1072	1015	1140
F&B	8720	7045	4810	9185
Pools	7191	6647	5713	4784
TOTAL	57019	55578	54515	54722

- The water flow in guests and public areas is not more than:
- Shower = 10l/min
- Basins = 5l/min
- Toilets = 6.5l per flush
- Urinals = 2l per flush

Energy Assessment

	2015-16	2016-17	2017-18	2019 till August
Rooms	3901	4867	4498	4516
Plant Rooms	328	360	324	307
Laundry	141	139	133	204
F&B	1917	1760	1480	1378
Pool	384	363	275	321
Transportation	28	32	29	19
TOTAL	6699	7521	6739	6745



Chemicals

	2015-16	2016-17	2017-18	2019 till August
Chemicals	24501	22912	23558	24414
Chemicals used per bed night /gr	82,54	77,81	83,9	96.09

Pool Chemicals

	2015-16	2016-17	2017-18	2018-19
Water M ³	7191	6647	5713	4784
Chemicals kgr	4400	4441	4240	3690
Kg/m ³	1.63	1.49	1.34	1.29

Waste

	2015-16	2016-17	2017-18	2019 till june
Unsorted Waste	315135	274378	312774	182406
Unsorted Waste per bed night /kg	1,06	0,93	1,11	0,98
Sorted Waste	18125	17825	21015	12990
Sorted Waste per bed night/kg	0,06	0,06	0,07	0,07
Paper	21114	24230	25861	14228
Glass	77910	86260	73500	44900
PMD	37055	38270	37303	21832

Oil

	2015-16	2016-17	2017-18	2019 till August
Oil	216,294	262,46	242768	265524
Oil in Liters per bed night	0,73	0,89	0,86	1,05

Gas

	2015-16	2016-17	2017-18	2019 till August
Gas	92200	85734	69323	66682
Gas in Liters per bednight	0,31	0,29	0,25	0,26

Total Energy

	2015-16	2016-17	2017-18	2019 till August
Total Energy (Electricity, Gas, Oil)	7002682	7524077	6740896	6732453
Energy in Kwh per bed night	23,59	25,55	24,01	26.50

Labour & Human Rights

At Sunwing Sandy Bay Beach, we strive to provide a safe workplace where human rights are respected in accordance with the collective agreements with the unions and the applicable legislation.

We are an equal opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operated.

Due to excellent employment conditions and employee satisfaction the employee turnover is very low 2,5% . Our target for 2017 is to go lower around 2%

At Sunwing Sandy Bay Beach, we try to attract new talent and at the same time retain quality employees. The breakdown of our employees follows:

Employees	2014-2015	2015-2016	2016-2017	2017/2018	2018/2019
Male	65	65	77	85	88
Female	94	97	114	135	131
Local	115	112	135	150	150
Other Nationalities	44	50	56	70	69

Whilst we encourage non-discrimination, we employ many local people to support local community where the hotel operates. Our target for 2016-2017 season is to employ at least 70 % local staff.

The greatest asset of Sunwing Sandy Bay Beach is our employees and we invest heavily in their continuous training and development and the upgrading of their skills. Please find below the number of course programs and the hours of training per year.

Staff Training

	2014-15	2015-16	2016-17	2017-18	2018-19
Food Safety	144 hours	152 hours	160	224	196
Allergy Training	144 hours	152 hours	12 hours		
Room Safety	220 hours	220 hours	260 hours	292	
First Aid	240 hours	88 hours	240 hours		
E.U legislation for consumers foodstuff	40 hours				
Basic principles and practical application of labour law	8 hours				
Label and traceability	15 hours				
Kick Off	636 hours	648 hours	764	924	828
Business Plan planning	24 hours	60 hours		144	96
Introducing Environmental management & sustainable development		16 hours		231	219
Implementation of labour law in companies		8 hours	16 hours		
New Buffet Development Training		240 hours	128	228	
Enhancing business branding through on-line travel side		96 hours			
Managing the risk of new emerging risks in the service sector		32 hours			
Managing Housekeeping Operation		42 hours		292	138
How to meet customer's expectations		108 hours		144	116
Life guards training			72 hours	63	56
New Electricity tariffs			8 hours		
Risk Assessment measurement techniques			16 hours		
On the job training			7004 hours	2880	3000
Health and Safety at work				828	848
Security				876	732
G.D.P.R.				274	219
Correct use of dishwasher				20	20
Maid Behaviour				748	138
Procurement Meeting				40	
TOTAL HOURS	1471	1862	8620	8208	6606
TOTAL STAFF	159	162	191	220	219
AVERAGE /HOURS TRAINING	9.25	11.49	45.13	37.30	30.16

An effort is made to offer training to all our staff members and to cover the training needs of all employees. The number of training programs/hours has been increased over the years in line with the HR policy of the Hotel. During the last 3 years a lot of training has been done in kitchen, housekeeping, administration and technical staff.

Staff Satisfaction

Every Voice	2014-15	2015-16	2016-17	2017-18	2018-19
Core Index	97%	94%	91%	91%	94%
Accommodation	96%	93%	90%	89%	
F&B	96%	93%	91%	93%	
Repair & Maintenance	91%	100%	99%	97%	
Administration	100%	100%	100%	100%	

Sustainability Action List

1. Overview

Sunwing Sandy Bay Beach is committed to operating a sustainable and ethical business that customers can trust to deliver on its promises and protect their interests. For this reason, we only choose suppliers, consultants, business partners or persons of equal relationship (suppliers) that fully comply with industry best practices and relevant legislation.

This supplier code of Ethics and Conduct sets out the minimum standards of business behaviour expected of Suppliers, who must have processes in place to monitor and maintain these standards, including within their own supply chains. Sunwing has the right to audit Suppliers to ensure compliance with the code.

2. Our People

2.1 Human Rights

Sunwing Sandy Bay Beach fully supports the protection of human rights around the world and will not do business with any individual company or organization that violates the standards and principles of basic human rights.

2.2 Child Labour

Suppliers must comply with child protection laws, including United Nations Convention on the Rights of the Child and the international Labour Organization Convention Numbers 138 and 182. Suppliers must also comply with local laws regarding the minimum age of employees and all legal requirements for the work of authorised young workers, particularly those relating to hours, wages and safe working conditions.

2.3 Child Protection from sexual abuse

We condemn all forms of sexual exploitation of children and suppliers must comply with all laws to prevent and punish these offences.

2.4 Forced Labour

Sunwing Sandy Bay Beach does not use any work product or service that has been provided through force, threat or coercion. People must be free to end their employment in line with established laws, regulations, and rules.

2.5 Wages and Benefits

Suppliers must pay all employees a fair wage in line with normal industry conditions or the applicable legal minimum wage and ensure that applicable legal restrictions on working hours are complied with

2.6 Fair Treatment and Equal Opportunity

Suppliers must ensure equality of opportunity regarding employment and occupation. Fair treatment and equal opportunity must be without discrimination on the grounds of race, colour, sex, religion, political opinion national ancestry, social origin or any other grounds for discrimination.

2.7 Community and Social Activities

The Hotel has been very active with many social and community activities offering donations and participating and supporting various local activities, promoting the local culture, customs and traditions.

The hotel organizes Cyprus Night one a week with Cypriot dancers, Cyprus Corner during breakfast, daily we have 2 local dishes during lunch for all guests.

The Hotel organises trip to Archaeological sites to all foreign personnel.

The hotel continues its policy of buying goods made/grown locally to support local companies. The % of goods and services bought locally is 45% of the total purchases and our aim is to increase to 52% in 2018/2019

