



COLUMBIA®
BEACH RESORT MISSOURI

SUSTAINABILITY REPORT 2022



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Introduction

This is Columbia Beach Resort's 2022 Sustainability Report which highlights our efforts to create positive environmental and social impact using the Global Reporting Initiative (GRI) Standards as guidelines. Please refer to the GRI Content Index at the end of this document for a complete list of disclosures mentioned in this report.

Scope and Boundary

The information presented in this report concerns the period from 1st January 2022 to 31st December 2022 and includes all the operations of the Columbia Beach Resort in Pissouri, Cyprus. The report discloses information, to the extent necessary, that assists in understanding the development, performance, position and impact of Columbia Beach Resort's operations, in relation to environmental, social and governance issues such as the protection of natural resources, respect for human rights, and the fight against corruption and bribery matters. Sustainability refers to the activities of the Columbia Beach Resort that aim to make a positive contribution to the economy, society, the environment and its interested parties (stakeholders).

Columbia Beach Resort is managing the material issues that arise from the Sustainability Report by applying a precautionary approach, which is implemented through its organizational structure, internal processes and the Sustainability action plans on which it focuses.



Letter from the CEO

It is with immense pride and joy that I present the first Sustainability report for the Columbia Beach Resort (CBR). Despite this being our first attempt at disclosing our non-financial performance, we here at the CBR, have been working hard towards Sustainable development for many years with ethical and responsible business practices always being at the centre of our philosophy and culture. However, with the climate crisis becoming an emergency in recent years, our efforts towards the preservation of natural resources have intensified. Our planet is after all our home and if we don't take care of it now, we won't have much of a home soon.

As we emerge from the two worst years in the tourism industry's history because of the COVID-19 Pandemic, it has never been clearer that humans innate need to explore was magnified during that time. That was evident during 2022 when our guests returned with an appetite to travel more, discover more, taste more, experience more. Offering these unique and memorable moments is our very reason of existence.

Nevertheless, our people are our greatest asset and will always be our best ambassadors, so we took that downtime to invest in them, develop, their talent, upskill and re-skill our workforce so that they were better prepared to provide our guests with the highest level of quality hospitality they were accustomed to here at the CBR.

In the following pages, you will read about our efforts to be sustainable and responsible in all our operations. We recognize that the challenges that lie ahead may persist but so does our drive and ambition to build a resilient organization that is mindful of its footprint on the environment and society.

We strive to become a benchmark in Sustainable Hospitality by implementing policies and practices that create value for the environment, society and the economy but also for all our stakeholders.

Steve Kizis
Managing Director
Columbia Beach Resort



Columbia Beach Resort's Key Highlights



38 years of experience in the tourism sector



9,5/10 customer satisfaction score



>13 awards received in 2022



1025 training hours to staff



3 Professional Diplomas



97% local suppliers



253 personnel



0 incidents of corruption





OUR COMPANY

History

The Schoeller Holdings story began in 1978 when the company was established in Limassol, Cyprus.

Schoeller Holdings is an investment company with majority holdings in various private companies engaged in maritime activities and activities centred around leisure and entertainment, with particular emphasis on hotel management and restaurants. The extensive portfolio of businesses also includes aircraft maintenance.

Over the years, the company, its subsidiaries, and associates, have grown into a large and dynamic organisation with more than 17,000 employees worldwide. Schoeller Holdings enjoys a prestigious reputation in business circles and financial institutions, combining economic viability with social responsibility and trustworthy partnerships.

In 1986, the owner of the privately owned company -Columbia Hotels & Resorts LTD, Mr Heinrich Schoeller, started his visionary journey to develop Pissouri Bay into a five-star luxury destination with the purchase and complete reconstruction of the Columbia Beach Hotel.

Columbia Beach Resort

Modelled on a traditional Cypriot village, Columbia Beach Resort sits on a vast beach surrounded by impressive white cliffs, overlooking the Mediterranean Sea. It was open to guests in 2002 and has been consistently named as one of the best hotels in Cyprus with luxurious and elegant suites, gourmet restaurants and an award-winning spa.



During this time, the five-star, all-suite Resort has been honoured on numerous occasions with accolades spanning Europe's Leading All Suite Resort and Mediterranean's Leading Resort, Mediterranean's Leading Spa Resort, Cyprus' Leading Resort, Cyprus' Leading Spa Resort (World Travel Awards), as well as Best Golf Hotel Cyprus (World Golf Awards), Green Label Award, Haute Grandeur Global Hotel Awards Europe's Best All Suite Resort, Cyprus' Best Beach Resort, Best Destination Wedding Hotel, Best Family Resort, Hotel & Spa Awards Best Spa Resort, World Spa & Wellness Awards' Resort Spa of the Year- Eastern Europe.

After a landmark renovation in 2017 that witnessed an additional wing of suites and amenities, and is now spread over 75,000 m², the Columbia Beach Resort ensures that all its suites, restaurants and spa continue to offer five-star luxury. Columbia Beach Resort is a multi-award-winning Resort and a member of the Small Luxury Hotels of the World.

Services

Small Luxury Hotels of the World welcomed Columbia Beach Resort as a member into its boutique collection in 2010 and in 2021 named it **one of only 26 member hotels to be included in SLH's Considerate Collection**. It provides a truly memorable holiday by combining luxury at its very best, excellent International and local cuisine and genuine Cypriot hospitality. There are numerous facilities to appeal to all:

- 169 exclusive suites
- Restaurants:
 - 1.Cape Aspro Restaurant offers a more relaxed, alfresco dining option of MediterrAsian cuising, from it's stunning location overlooking Pissouri Bay
 - 2.Apollo Tavern offers a traditional Cypriot dining experience for indoor and outdoor dining
 - 3.Bacchus Gourmet Restaurant offers Contemporary European cuisine for dinner and guests may enjoy breakfast here too, along with at Cape Aspro
 - 4.Dining options span Bed & Breakfast, Half Board, and Full Board, offering complete flexibility and satisfaction. A dedicated children's menu is also on hand throughout the Resort.



- Award-winning spa:

The 1,050m² Hébe Spa is the ideal place for relaxation. Our expert therapists offer well known and unique treatments tailored to your needs, such as spanning massages, facials, hand, feet, and body treatments, many brought to fruition in collaboration with renowned brands, Elemis and Valmont. Hébe Spa is also home to a Jacuzzi, sauna, steam room, 2 squash courts, fully equipped gym, aerobic room hosting fitness classes, hair and nail studio and an indoor pool.

- Bars:

1. Eros Bar has a nautical theme, with spectacular views of the Pissouri Bay.
2. Ouzeri is a traditional bar serving snacks and drinks including ouzo and locally produced spirit zivania and wines.
3. Poseidon Beach Bar, a quiet oasis overlooking the beach and Mediterranean Sea, serving Street Eats cooked on a fire-pit centred BBQ, seasonally on selected evenings throughout the year.
4. Poseidon Pool Bar, serving salads, sandwiches, pizzas and pastas, as well as drinks and ice cream.
5. Seven C's Bar offers Cypriot coffee and popular signature cocktails at a terrace that looks out over the Mediterranean Sea and includes a live sushi station

- 80-metre lagoon-style infinity pool

- Sports & leisure activities:

- Tennis courts
- Swimming Lessons

- Business partners

- Golf activities:

- Eléa Estate Golf Club
- Aphrodite Hills Golf Club
- Minthis Golf Club
- Secret Valley Golf Club

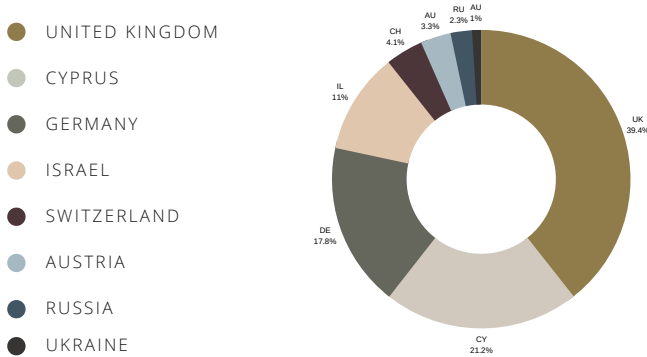
- Cycling and excursions
- Watersports
- Scuba diving



Guests

We are pleased and honoured to host guests from all around the world as this is testament to the high-quality services and facilities we strive to offer. Our hospitality knows no geographical boundaries and our services cater even to the most eclectic guests.

GUESTS' NATIONALITIES FOR 2022



Principles and values

The Management and staff of Columbia Beach Resort are committed to maintaining and consistently improving the high standards of services set through the adoption of a process approach when developing, implementing and improving the effectiveness of our systems into one complete framework, enabling us to work as a single unit with unified objectives.

Our principles:

- To comply continuously with the legal standards, authority requirements and the Resort and Hotel business objectives
- To improve customer satisfaction and being the ultimate luxury destination, inspiring emotional connection and a sense of belonging for both our guests and resort team
- To provide quality and safe products and services on a consistent basis.
- To motivate our stakeholders to understand and implement the IMS policy and to preserve and protect the environment which we consider as our prime asset
- To prevent pollution
- To maximize the profit and minimize the loss of the company



Our principles will be accomplished through:

- The efficient supply and utilisation of resources (both human and operational) and the investment in new technologies
- Persistent efforts in order for all stakeholders to realize the impact of their activities through effective communication
- Efforts to select suppliers and contractors based on their ability to minimize their impact on the environment as well as meet the company's standards
- Efficient management of Energy, Water and Waste

Columbia Hotel and Resort **Values:**

1. Consistent high quality
2. Premium team
3. Socio- economic accountability
4. Genuine integrity
5. Sustainable commitment

Our Approach to Managing Our Priorities

Sustainability has become a necessary business practice that incorporates sustainable development into Columbia Beach Resort's business model. Sustainability related issues represent not only risks but also opportunities to the company's performance. The establishment of a sustainability strategy that integrates environmental, social and governance criteria including ethical and human rights considerations into business operations and core strategy is a crucial component of Columbia Beach Resort's competitiveness and ensures that its stakeholders' interests are being protected and promoted.

Our Sustainability Governance

For the successful integration and effective management of sustainability issues, the Columbia Beach Resort has created a robust governance structure that will assist in the implementation of its sustainability strategy across the business, manage goal-setting and reporting processes, strengthen relations with external stakeholders, and ensure overall accountability.



SUSTAINABILITY TEAM

	NAME	POSITION
1	Mary Frangou	Health&Safety Manager
2	Alexia Ioannidou	Human Resources Assistant Manager
3	Annie Karapatakis	Head of Sales
4	Aphrodite Papamichael	Revenue & Yield Manager
5	Christina Zachariou	Assistant Front Office Manager
6	George Filippidis	Chief Engineer
7	George Savvides	Senior Chief Engineer
8	Hennie den Otter	Housekeeping Operations Manager
9	Katerina Reinwald	Executive Housekeeper
10	Katerina Syriopoulou	Marketing Executive
11	Maria Theofanous	Guest Service Manager
12	Yohanna D'Elia	Executive Secretary&F&B Administrator
13	George Peratikos	Executive Sous Chef



Identifying, Communicating and Understanding our Stakeholders

Columbia Beach Resort is in regular communication with a wide range of stakeholders that represent a diverse set of priorities and interests. Through the Columbia app and e-feedback, guests especially provide their feedback, and we improve our corporate objectives and services. We understand that in order to fully appreciate sustainability, we need to engage in a dialogue with all our stakeholders.

Our stakeholders vary, from our guests and employees to our suppliers/partners and the community in which we operate. Our stakeholder approach provides Columbia Beach Resort with the tools to understand and respond to our stakeholders' needs and expectations.

Identifying Stakeholders:

Order of importance to the company, and finally the most critical ones were selected to conduct the Materiality Assessment.

Internal Stakeholders:

- Shareholders
- Directors
- Top Management
- Employees
- External Stakeholders:
 - Guests
 - Tour operators
 - Suppliers and partners
 - Creditors
 - Civil Society
 - Others



MATERIALITY ASSESSMENT

Materiality Process:

Columbia Beach Resort has implemented a holistic approach in identifying the material sustainability issues most critical to its business. To achieve this, Columbia Beach Resort carried out a materiality assessment in January 2023 amongst key stakeholders using the Global Reporting Initiative (GRI) Standards' Material Topics. Columbia Beach Resort's stakeholders are defined as entities or individuals who may significantly be influenced by Columbia Beach Resort's activities, or those who may reasonably affect Columbia Beach Resort's ability to implement its business strategy and / or achieve its objectives.

The materiality analysis helps Columbia Beach Resort to identify its most "material" issues in relation to its commitments and performance. Material issues are the aspects considered important, reflecting the organisation's economic, environmental and social impacts and are influencing the assessments and decisions of Columbia Beach Resort's stakeholders.

The materiality analysis was used to understand what matters most to whom and why. As such, it is vital in acknowledging and embedding sustainable business practices into our operations. This is essential if Columbia Beach Resort is to integrate effective risk management processes, especially during a time of great health and climate crisis. Through consultation with our stakeholders on the materiality of a range of sustainability issues, Columbia Beach Resort as a company will be in a better position to assess, rationalise and harmonise Environmental, Social and Governance (ESG) risks and opportunities so that our business may be more resilient in the future.

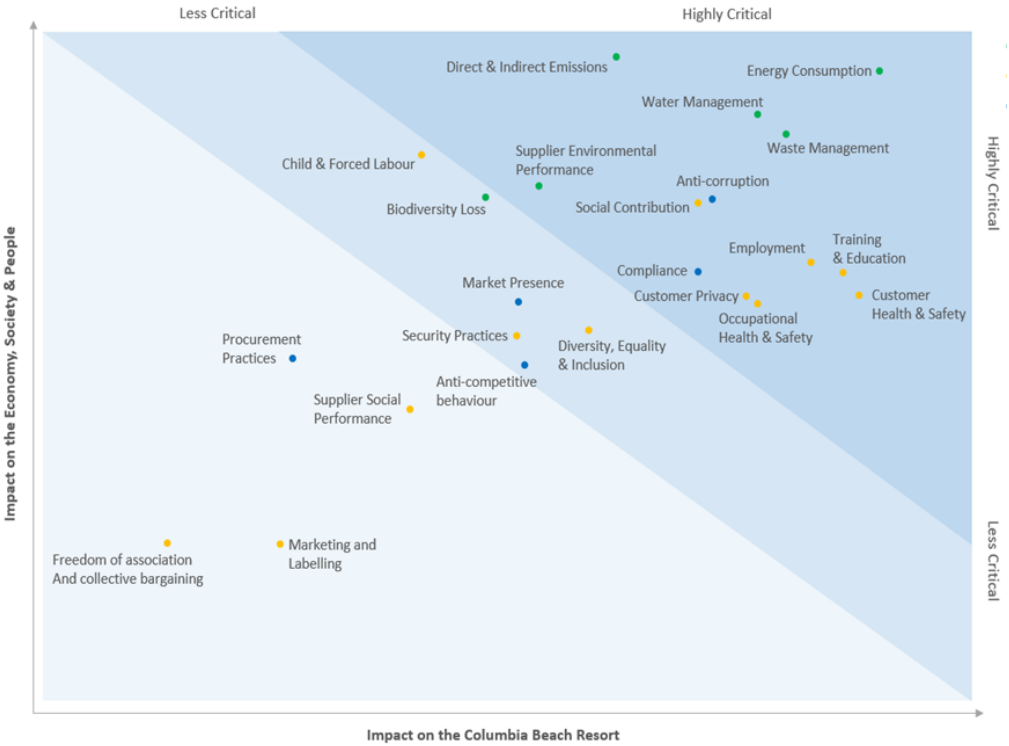
Furthermore, the exercise provided valuable insights into what Columbia Beach Resort, in our role as a pioneering hospitality and tourism company, can do to positively impact the lives of our internal and external stakeholders. Through this task we were able to gain a holistic 360-degree view of some of our most important stakeholders on sustainability issues that are rising up the business agenda on a global scale.






As part of the materiality assessment, stakeholders were engaged via an online survey where they were asked to rate a list of sustainability issues according to their importance to them using a scale of 1 (Not at all important) – 5 (Extremely important). The list of sustainability issues was determined by selecting the applicable material topics from an extensive list of 31 material topics provided by the GRI standards and adapting their titles to best fit the organisation’s and hospitality industry’s characteristics. The material topics selected were finalised into a total of 23 sustainability issues that were included in the online survey.

Disclosure: From the 23 selected sustainable topics, 13 have been determined as «Highly Critical», 6 «Less Critical» and the remaining 4 were identified as least critical. For the 2022 Sustainability Report, Columbia Beach Resort is evaluating its performance in relation to the 12 «Highly Critical» sustainable topics and discloses available information in relation to the 6 «Less Critical» sustainable topics.

Columbia Beach Resort 2022 Materiality Matrix



-  Environmental
-  Social
-  Governance

Materiality Analysis Conclusion:

As a result of this materiality analysis, we were able to define the most material sustainability topics to our key stakeholders and as such we will be focusing our Sustainability Report and disclosures on those topics. In this report we present and analyse in detail the issues identified by this process.





Our Performance

Environmental

In this section, we present our policies and performance on environmental issues, and focus on the following material topics:

1. Energy Consumption
2. Direct & Indirect Emissions
3. Water Management
4. Waste Management
5. Supplier Environmental Performance
6. Biodiversity Loss

Columbia Beach Resort has set an Environmental Management System (EMS) which contains:

- The Integrated Management System (IMS) Policy
- Statements of responsibility and authority
- An overview of the company's environmental procedures and controls
- The identification of the resources and training allocated to management, performance of work and verification activities including internal audit
- The appointment of the Environmental Management representative (EMR)
- The arrangement for management reviews



In order to evaluate the impact of its activities on the environment, Columbia Beach Resort established, implemented and maintain a procedure to identify the environmental aspects and impacts of its activities, products and services that it can control and those it can influence taking into consideration planned or new developments, or new or modified activities, products and services. These aspects and impacts, inclusive of those arising from works carried out by subcontractors, are documented in the "Register of Environmental Aspects and Impacts". Environmental aspects that have or can have significant impact on the environment are determined.

Columbia Beach Resort ensures that all environmental aspects that may pose significant impacts on the environment are under control and prioritized for improvements.

The EMS team leader is the Health & Safety Manager (Environmental Management representative -EMR) and has the responsibility and authority to:

- Ensure that the EMS is established, implemented and maintained
- Reports on the effectiveness and suitability of the Environmental Management system to the company's management for review and as a basis for improvement of the EMS
- Organizes the work of the EMS committee
- In case the EMR is absent then the Chief Engineer substitutes the EMR

Sustainability & Environmental Policy

Tourism serves as a dynamic catalyst that motivates individuals to embark on journeys, seek thrilling adventures, witness awe-inspiring marvels, enabling them to delve into the beauty of natural landscapes, immerse themselves in diverse societies, uncover distinct cultures, forge connections with people from different backgrounds, engage with a variety of values and experience new traditions and events.

Tourism and the environment are widely considered as two opposing worlds, but here we approach this relationship not as contradictory, but rather as a stable, constructive, and beneficial exchange.



The management and staff, recognize the importance of environmental protection, on both a micro and macro level, ensuring both short-term profits and the long-term sustainability of tourism development.

Within this framework, we have designed and applied an Environmental Management System which is structured as per the criteria of the international standard ISO 14001: 2018. The applied Environmental Management System covers all the Resort's activities, focusing on accommodation and catering services.

The Management of the Resort, is therefore dedicated to:

- Comply with the procedures related to environmentally focussed activities
- Assess environmental aspects focusing on the reduction or eradication of environmental impacts
- Actively seek to protect the environment and prevent pollution
- Set goals, aiming on continuous improvement

With the above commitments, Columbia Beach Resort aims to:

- ✓ Implement activities for energy saving, reduction of water consumption, proper management of waste and sewage
- ✓ Maintain air quality
- ✓ Protect the beach and sea water quality
- ✓ Cooperate with the local community to preserve the natural beauty of the area
- ✓ Cooperate with all local authorities
- ✓ Train and encourage hotel staff to participate in the Environmental Management System
- ✓ Keep suppliers / visitors informed about our internal environmental activities

The objectives of this policy are implemented through the development of clear and measurable key performance indicators.



Environmental Management System Committee (EMS Committee)

This committee is responsible for:

- The establishment and implementation of the EMS
- The establishment and review of objectives, targets, and programs
- Ensuring the effective implementation of environmentally related operational controls and programs
- The internal communication of environmental matters between management and employees; and promoting environmental awareness among company staff
- The review of complaint records, nonconformity, corrective action and preventive action reports and the adoption of preventive actions as necessary
- Providing leadership in the pursuit of environmental issues
- any other EMS activities that are assigned by the EMR
- Holding regular meetings (every 3 months)

Commitment

Columbia Beach Resort is committed to reducing the impact on the environment and supporting social issues. To this end, we have developed an Action Plan for Sustainable Development, which includes objectives and goals in relation to measuring performance improvement.

The Environmental Committee promotes the implementation of the sustainability plan and has a system in place to measure and reduce:

- water
- energy
- chemical consumption

The Environmental Committee also promotes staff awareness and involvement.

The Columbia Beach Resort possesses various accredited standards recognitions – such as ISO 14001 for Environmental Management and ISO 9001 for Quality Management; we are members of CYMEPA (Cyprus Marine Environment Protection Association) and are a Green Key awarded resort.

The company runs waste recycling programmes, continually trains staff on sustainability, chooses local (and organic) products and services whenever possible, guests are informed on the sustainability policy, actions and initiatives and are also informed on local archaeological, historical, and natural attractions.

Environmental Monitoring

Columbia Beach Resort is inspected every six months by the Environmental Management Representative (EMR) for its environmental performance and completes an Environmental Checklist. If non-conformities are observed, they are documented and follow up is done for the corrective actions that need to be taken.



Setting key performance indicators

Executive management ensures that environmental objectives and indicators are established at relevant functions and levels within the Resort with the aim to improve the company's performance. The indicators are measurable and consistent with the environmental policy, in order to facilitate an effective and efficient review of the system.

The following delineates our policies and performance for issues related to the environment in which we analyse:

1. Energy Consumption
2. Direct & Indirect Emissions
3. Water Management
4. Waste Management
5. Supplier Environmental Performance
6. Biodiversity Loss

Energy Consumption



Following Columbia's Beach Resort upgrades, including LED lighting and sensor-activated air-conditioning across lighting and air con units, we have recorded significant reduction in energy consumption. Brand new electromechanical upgrades allow individual building systems to heat water as required and solar panels are used to heat the water needed in all our suites, the Hébe Spa and indoor pool.

Electricity Consumption Figures

Total Electricity Consumption: 3,661,465kWh / 13,183.2GJ

Energy Intensity



48.83 GJ /ppm



118.15 GJ /room night



51.40 GJ /bed night

Fuel Consumption Figures

Total Fuel Consumption:

139,757.1 kWh / 503,125.7MJ

	kWh	Megajoule(MJ)
Total fuel consumption	139,757.1	503,125.7
LPG	139,756.94	503,125
Gas Oil	0.187	0.675032



Total Energy Consumption Figures	kWh	Giga Joules
Total Energy Consumption (electricity + fuel)	3,801,757.13	13,686.3
Energy consumption per room	757.88	2.728
Average energy consumption per bed night	53.37	0.19
Energy intensity ratio 1*	50.7 kWh/m ²	
Energy intensity ratio 2 (Total Energy Consumption/ full-time employees) **	Giga Joules / sqm	0.18
Space normalized Energy Consumption	Giga Joules / Bed night	0.19

* The denominator used is the total gross floor area of the organisation

** The denominator used is the number of full-time employees

Direct & Indirect Emissions



CO₂ Emissions

Emission Figures

CO₂ Emissions (kg)*

tCO₂eq

Scope 1 emissions	
Direct CO ₂ emissions from fuel consumption (fuels and fugitive emissions)	569.36
Scope 2 emissions	
Indirect CO ₂ emissions from electricity consumption	2,477.35



Water Management



Columbia Beach Resort is in compliance with EU and national legislation and regulations for water management and we have installed a tertiary water treatment facility (stage 3 wastewater treatment).

The installation means that every drop of wastewater we produce is recycled and used in our gardens or supplied to local farmers. To reduce water waste, we have also introduced water-saving devices throughout the resort, including auto-stop taps and two-phase flush toilets. Additionally, we encourage guests to help in reducing our environmental footprint by minimising their water usage and re-using towels where possible.

Water Consumption	Total (in Tonne)	Total (in megalitres)
Water withdrawal (from local grid)	44,404	44.404
Water discharge	16,908	16.908
Water saved / treated and reused (tertiary wastewater treatment facility)	27,496	27.5

Water Intensity	
Water withdrawn (from local grid) Tonnes / bed night	0.62
Water withdrawn (from local grid) Tonnes / room night	1.43

Conversions used:

1 metric ton (Tonne) = 1000Kg=1000m3

Water density 1kg/l



Waste Management



At the Columbia Beach Resort, we conduct waste recycling programs and continually train our staff on sustainability related issues in general, including waste management. We are currently operating compressors for mix waste, paper and PMD, however, we are in the process of revising and optimising our recycling procedures thus recycling data for 2022 is unavailable. Columbia Beach Resort aims to implement proper management of waste and sewage and optimising the waste management of the recycling of miscellaneous waste by licenced 3rd party associates. We are also in the process of installing waste disposal units for our three main kitchens that will be converting waste to water and 15% mud.

Solid Waste

Solid waste generated by our hotel operations:

- Urban type waste such as paper, glass, plastic and aluminium, derived from the hygiene of customers, from food departments (restaurants, bars), cleaning of premises and the maintenance of our gardens and offices
- Household-organic waste from our kitchen, restaurants, bars and offices
- Discarded equipment which is no longer capable of being used, such as batteries, electrical and electronic devices, lamps, etc.
- Sludge from tertiary wastewater treatment facility

Liquid Waste

- Cooking oil is collected and then managed by a 3rd party associate.
- Liquid waste (urban) resulting from our hotel activities, ends up in the tertiary wastewater treatment facility and we ensure that all relevant legal requirements governing its operation are complied with, such as ensuring that the qualitative characteristics of the processed wastewater is within the relevant legislative limits. The facility runs under strict conditions set by the competent authority (Department of Environment) and for this reason, analyses of wastewater are performed at specified intervals and their suitability is checked. Treated wastewater is then reused for irrigation purposes within the hotel or to local farmers for irrigation.



	Units	Total
Mix waste	Metric Tones	260
Cooking Oil (sold to 3rd party associate)	Liters	7,915
Recycled batteries (8V from buggies)	Pieces	34
Sludge from tertiary water treatment facility	Kg	305,840
Fluorescent lights recycled	Pieces	1792

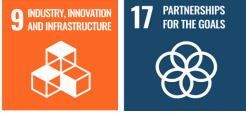
Minimizing Plastic Pollution



Columbia Beach Resort has partnered with Minoa water, water packaged in environmentally friendly recyclable paper packaging made of plant materials and has been recognised with several international awards including three Platinum Global Awards for Innovation, Packaging and Design, and Quality.



Supplier Environmental Performance



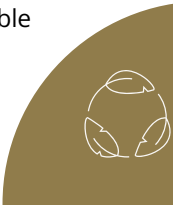
Percentage of new suppliers that were screened using environmental criteria.	42%
Number of suppliers assessed for environmental impacts	42%
Number of suppliers identified as having significant and/or potential negative environmental impacts.	5%
Significant and/or potential negative environmental impacts identified in the supply chain.	5%
Percentage of suppliers identified as having significant and/or potential negative environmental impacts with which improvements were agreed upon as a result of assessment.	0%
Percentage of suppliers identified as having significant and/or potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.	0%

Biodiversity Loss



Biodiversity is rapidly declining and becoming a material risk for organizations in all sectors with tourism being no exception. The variety of the Earth’s living species is declining at an alarming rate due to human activity, from habitat degradation and destruction, to the emissions of greenhouse gases resulting in climate change. Biodiversity loss poses an existential threat to ecosystems, the global economy and, in turn, to corporations.

The Natura 2000 network is a comprehensive ecological network of protected areas established across the European Union (EU). It is an essential component of the EU’s nature conservation efforts and aims to preserve and safeguard Europe’s most valuable and threatened species and habitats.



Tourism in or near Natura 2000 sites offers a unique opportunity for visitors to experience and appreciate Europe's rich natural heritage while contributing to its conservation. These protected areas, renowned for their biodiversity and ecological significance, attract a considerable number of tourists each year.

Nature tourism, especially in or near Natura 2000 sites not only offers recreational opportunities but also contributes to local economies. It stimulates rural development by creating job opportunities in ecotourism, hospitality, and related sectors. Additionally, it can encourage the preservation of traditional cultural practices and support local businesses that provide goods and services to tourists.

Hotels located near protected areas included in the Natura 2000 network, can offer several benefits both to the visitors and the surrounding environment. They provide easy access to the natural wonders and biodiversity of these protected sites. Visitors can enjoy the convenience of staying close to pristine habitats, rare species, and breathtaking landscapes, enhancing their nature-based experience. Hotels can also provide guided nature walks, wildlife tours, birdwatching expeditions, and educational programs, allowing guests to engage with and learn about the unique ecosystems of the Natura 2000 areas.

Additionally, hotels located near Natura 2000 areas have a competitive advantage due to their proximity to these ecologically important sites. Columbia Beach Resort has always been trying to stay aligned with nature conservation and sustainable tourism values that cater to environmentally conscious travellers who seek authentic and responsible experiences.

Columbia Beach Resort, being close (apx. 350m) to the protected site of the European Natura 2000 Network, Akrotirio Aspro - Petra Romiou, sees this as an opportunity to raise awareness about the importance of biodiversity and for eco-tourism while understanding the importance of these sites and respecting the obligations under the European and national legislation.

To this end, we are working towards the preservation and protection of biodiversity by minimising and controlling the negative impact of our activities and contributing to the promotion of the local environment.

As this is our first Sustainability Report, we are providing an introductory information on biodiversity and specifically on the Natura 2000 site. Since biodiversity loss has been identified as a material topic, we are increasing our efforts for disclosing more information in the future. In addition, we are including this topic in our 2022 Sustainability Strategy Report.



The Akrotirio Aspro - Petra Romiou was classified as a Special Protection Area (SPA) in 2005 for the protection of rare, threatened or vulnerable bird species listed in Annex I of the Birds Directive and classified as Special Area of Conservation (SAC) in 2015 for the protection of special habitats and/or species.

The table below lists all the designation species of the Akrotirio Aspro - Petra Romiou (CY5000005):

Habitats	Species	Bird Species
1120* - Posidonia oceanica (Posidonia beds)	Rousettus aegyptiacus (Egyptian fruit bat)	Falco eleonora (Eleonora's falcon)
1170 - Reefs		Phalacrocorax aristotelis (European shag)
1210 - Annual vegetation of drift lines		Falco peregrinus (Peregrine falcon)
5210 - Arborescent matorral with Juniperus spp.		Sylvia melanothorax (Cyprus warbler)
5420 - Sarcopoterium spinosum phryganas		Oenanthe cyprica (Cyprus wheatear)
92D0 - Southern riparian galleries and thickets (Nerio-Tamaricetea and Securinegion tinctoriae)		
9320 - Olea and Ceratonia forests (olive and carob forests)		
9540 - Mediterranean pine forests with endemic Mesogean pines		

**Priority habitat i.e. natural habitat types that are in danger of disappearance as per the EU Habitats Directive (Council Directive 92/43/EEC)*

Through our business partners we offer our guest activities like excursions to the natural surroundings of Pissouri Bay and the neighbouring Natura 2000 site where they can enjoy and be informed of the rich local biodiversity of Pissouri Bay.





Social

In this section, we present our policies and performance on social issues, and focuses on the following material topics:

1. Employment
2. Diversity, Equality & Inclusion
3. Occupational Health and Safety
4. Training and Education
5. Child & Forced Labour / Forced or Compulsory Labour
6. Security Practices
7. Social Contribution
8. Customer Health and Safety
9. Customer Privacy

Employment



We believe in hiring great people to provide the highest levels of service to our customers. It has always been our practice to conduct ourselves with the highest standards of ethical behaviour when taking care of our guests, interacting with each other and protecting our company's reputation.

All new employees undergo induction training at the Columbia Academy for three weeks prior to assuming official duties within the operation. During this training period all necessary skills and practices are taught via seminars and on-the-job trainings.



The training includes, but it is not limited to the following:

- HACCP & ISO 9001
- Environmental Awareness ISO 14001
- Fire Life Safety-Emergency Procedures
- Customer Care
- Quality and service standards
- Internal communication
- Standard operating procedures
- Health and Safety
- Departmental Training as per training manual

Once a year all heads of departments in coordination with the HR Department must conduct the evaluation of their employees' performance. The head of department sees each employee personally and discusses any comments with them concerning his/her evaluation. After all employees are evaluated, the Head of Department in communication with the HR Manager and the General Manager decide on which employees will be under evaluation for a promotion and as per the budgeted positions.

Code of Conduct

We are a Company of honesty and integrity. We pride ourselves on offering the best possible service to our guests, maintaining a competent and professional team. The high levels of standards expected to be upheld by Columbia Hotels & Resorts requires the staff to demonstrate the highest standards of behaviour and integrity.

Benefits and compensation

- 13th salary
- Discounts cards are provided to employees for recreational activities.
- Split shift: For those employees working split shifts, a % allowance is provided over the basic salary.
- Accommodation: The Company has a rental agreement with two different partners and in this way provides its staff an accommodation option. In some cases, the accommodation fee is included in their salary but in other cases the HR Department charges the employee and proceeds with a rental agreement.



- Meal allowance: CBR provides meals to all staff working during normal meal hours, who have worked more than 4 consecutive hours.
- Transportation: The Company provides transportation facilities from Limassol to Pissouri and vice versa for its employees' covering the morning and afternoon shifts
- Any time worked over the normal working hours of an employee is compensated as overtime.
- Private medical scheme: Employees have the opportunity to join the company's private medical scheme at a minimal cost.
- Provident fund: the Company and all its employees may choose to contribute to the Provident Fund of the Hotel Industry Employees.
- Years of Service incentive: Employees working over 6 years at Columbia Beach Resort receive an incentive from €1000 to €3000 for their continuous service
- Marriage and birth financial gift: CBR provides financial gift of €200 to employees in recognition of significant life events such as marriage and childbirth.
- Welfare fund: CBR provides a welfare fund for the benefit of its employees. The company pays the 1% from the employees wages to the unions and the welfare committee.

Annual Leave

The number of days granted to each employee as annual leave depends on the number of years of employment, according to Cyprus legislation. Cyprus legislation states that a newly hired employee that completes the 13th week of employment is entitled to a minimum of 20 working days of annual leave per year.

Sick Leave

The total number of days provided to employees as sick leave per annum depends on the time of service of the employee in the Company as per Cyprus legislation: In the case when the need for sick leave arises from an accident, unavoidable and imperative surgery or a serious illness that results in the proven inability of the employee to work, the sick leave can be extended to a total of 45 days, provided that the employee has been working in the Company for more than 1 year.

Maternity Leave

According to Cyprus legislation, female staff are entitled to 18 weeks of maternity leave. It is mandatory by law that 2 out of the 18 weeks are taken before the delivery due date. Each female employee has the right to begin their 18 weeks maternity leave up to 4 weeks prior to the delivery due date.



Parental leave

All staff who have a child up to the age of six years old, have the right to request paid leave from work to take care of their child or make arrangements for the child's welfare as per the relevant legislation.

Personnel Satisfaction - ESS Survey

Each Department's personnel answers a questionnaire evaluating their

- Learning Environment
- Quality Management Environment
- Work Environment
- Job & Team Environment
- Performance

The Company aims to continuously improve the cooperation and the communication between management and employees and to minimize unnecessary conflict. This task aims to allow all employees to play an integral part and to foster the decision-making process.

Any problems or misunderstandings during working hours should be first handled by the Head of the employee's Department (HoD) or immediate supervisor.

Grievance Procedure

All members of staff may discuss any issues and personal complaints through personal interactions and with their Duty Manager. Columbia Beach Resort encourages its employees to express their opinion and offer feedback to management regarding increasing quality services. The employees may do this with any member of the management team, in complete confidence and confidentially. It is advisable that operational issues are first referred to departmental managers, although an "open door" policy also applies.

Collective Bargaining Agreements

All employment contracts follow Collective Agreement requirements.

- 32% of all employees are union members

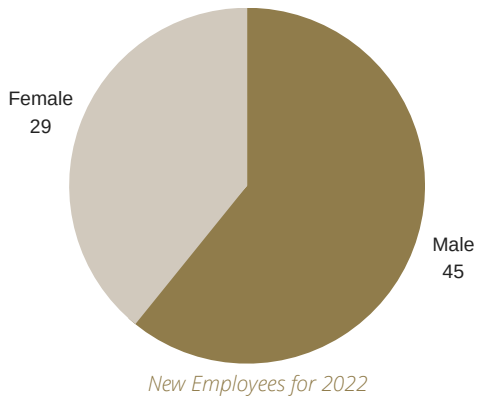
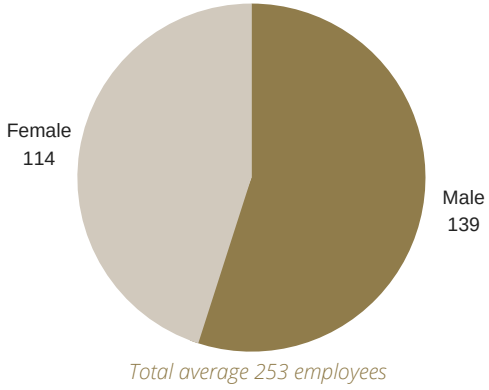


Diversity, Equality & Inclusion



The Company is strongly committed to equal employment opportunities regardless of race, personal beliefs and disabilities. Appointments, promotions, training and performance appraisals are to be based on individual qualifications, experience and merit, and shall be equally available to all qualified applicants and staff. The Company does not tolerate or condone any form of discriminatory treatment or harassment of any staff member.

EMPLOYEES FOR 2022



Occupational Health and Safety / Food Safety



Policy Statement on Health, Safety and Welfare

With the Health, Safety & Welfare Policy, the management of the Columbia Beach Resort, declares its commitment and willingness, by acting within applicable legislation and established procedures, to provide and ensure for a healthy and safe environment for its employees and customers. The management also commits to protect, whenever possible, other parties who can be affected by Columbia Beach Resort's activities.

Health and Safety Team

Columbia Beach Resort has assigned to specific individuals the management of Health, Safety and Welfare of staff, customers and third parties within the workplace. These persons are the Health & Safety Manager, the H&S Committee members and the individuals designated to deal with First Aid, Fire Life Safety and, in case of emergency, evacuation of workplace.

The Columbia Fire Department consists of a thoroughly trained team, and includes 2 fire trucks; ensuring the safety of guests and staff, along with the surrounding rural areas.

The Health and Safety Manager is the Quality Management system representative/Coordinator (ISO-Rep) who is substituted by the HR Assistant Manager. Their Team handles and maintains the efficiency of the implemented quality system. Appointed staff has defined responsibilities and authority to:

- Identify and record any problems with regard to products, processes, activities and the IMS
- Initiate remedial measures and control nonconforming products until the deficiency or the condition regarding food safety or the environment has been corrected
- Initiate action to prevent the occurrence of any nonconformities relating to the product, process activities and the IMS

The HACCP team, EMS Committee, ISO Representative and General Manager shall undertake the IMS management review annually to ensure top management commitment and integration of the IMS with business strategies for its implementation and continual improvement.



Preliminary Risk Assessment

The company has established, implements and maintains a preliminary risk assessment process in the hotel premises with the aim of:

- The identification of risks
- The assessment of the severity of these risks
- The determination of appropriate control measures to reduce these risks.

Risk Assessment

The main purpose of risk assessment is the analysis of potential threats to the wellbeing of staff and others from the organization's activities; establishing what controls are required in order to either remove or reduce these threats to acceptable levels. In many instances simple, straightforward measures will be effective at controlling risks. Risk assessments focus on the significant hazards i.e. the ones with the potential to cause significant harm.

A Risk Assessment is broken down into 5 steps:

1. Identify hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precautions
4. Record findings and implement them
5. Monitor and review

When assessing risks, the following factors are taken into account:

- The planned and non-planned activities of the company
- All the defined activities of the company's employees, external partners/subcontractors and third parties entering the company
- The behaviour, abilities and skills of each job position
- The sources of risks identified during the preliminary risk assessment

At the same time, the following factors are taken into account:

- The building structure of the hotel, the machinery, equipment and materials used within the workplace, either by the official staff or by others
- The changes/alterations of the hotel, its activities or the materials used within the workplace
- The possible modifications to the Health and Safety system
- The legal obligations and requirements related to the assessment of the risk and taking the corresponding control measures
- The design of processes within the workplace



Work-related hazards

Eliminating the hazard and risk is the highest level of control in the hierarchy, followed by reducing the risk through substitution, isolation and engineering controls, then reducing the risk through administrative controls.

Reporting an Incident

All incidents and near misses involving guests, staff, contractors or members of the public are reported and where necessary investigated. Once an incident or near miss occurs, it is first verbally reported to the appropriate line manager and an accident form is completed by the member of staff who is first to know about the incident. It is vital that near misses are reported so that preventative action can be taken in order to prevent more significant incidents occurring.

Food Safety Policy and Management System

The Food Safety Policy ensures that the IMS policy is appropriate to the role of the organization in the food chain, conforms with both statutory and regulatory requirements and with mutually agreed food safety requirements of customers and is supported by measurable objectives. The policy must be implemented, communicated and maintained at all levels of the organization.

The Food & Beverage Manager is the HACCP Coordinator and team leader of the HACCP team and has the responsibility and authority to:

- Ensure that the HACCP system is established, implemented and maintained in accordance with the IMS
- Reports on the effectiveness and suitability of the HACCP system to the company's management
- Organizes the work of the HACCP team



Flow diagrams

Flow diagrams are prepared for all products/product categories covered by the field of application of the food safety management system. Flow diagrams provide a basis for evaluating the possible occurrence, increase or introduction of food safety hazards.

The flow diagram includes the following:

- The sequence of all steps in the kitchen process
- Where raw materials and intermediary products join the flow
- Where reworking and recycling take place
- Where intermediary products, by-products and waste are removed

Hazard analysis

product, type of process and actual processing facilities are identified and recorded. Based on the hazard analysis, hazards which require control are identified and monitored by implementing Good Hygiene Practices and Good Manufacturing Practices, as required by ISO 22000:2015 as well as relevant legislation, directives, and Alimentary Code.

The identification is based on:

- a) preliminary information and data collected from product characteristics, intended use and flow charts
- b) experience
- c) external information including epidemiological and other historical data (to the extent possible)
- d) information from the food chain on food safety hazards that may be of relevance for the safety of the end products, intermediate products and the food at consumption.

Hazard assessment

For each food safety hazard identified, the HACCP team conducts a hazard assessment to determine whether its elimination or reduction to acceptable levels is essential to the production of a safe food, and whether its control is needed to enable the defined acceptable levels to be met.

Each food safety hazard is evaluated according to:

- 1.The possible severity of adverse health effects
- 2.The likelihood of their occurrence

The methodology used is described, and the results of the food safety hazard assessment are recorded.



Health & Safety and Environmental committees

The committees meet 4 times a year and the minutes are recorded. The members discuss Health & Safety and Environmental issues/subjects and also comment on the progress of Environmental Plan.

Health & Safety Performance

		Number of accidents	Fatality (FAT)	Fatality Rate	Total Recordable Work-related injuries (TRWI)	Injury Rate (IR)	Lost hours	Lost Time Injury Rate (LTIR) / Number of hours lost/ number of hours worked x200,000	Lost Workday
Number of employees				Number of Fatalities / Number of hrs worked x 200,000		Number of accidents / Number of hrs worked x 200,000		Number of hours lost/ Number of hours worked x 200,000	
Total 253	4,813,759.2	3	0	0	0	0.12	426	17.7	69

Recordable work-related injury or ill health

	Near miss (NM)	First Aid Cases (FAC)	Important Incident (II)	Major Incidents	Fatalities
Total	0	0	3	0	0

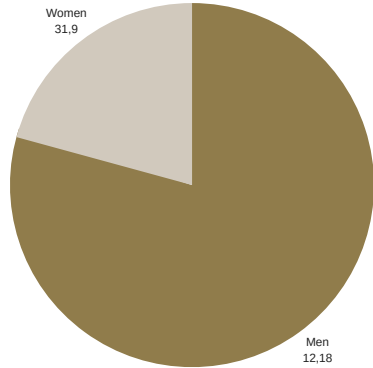
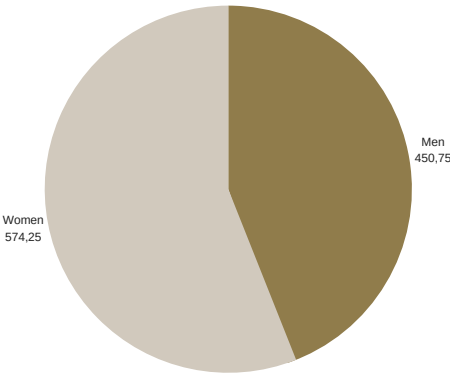


Training and Education



The support and training given to our staff provides them with valuable knowledge and skills for their personal and professional development and it is a springboard for comparative advantage. Training and educating our staff, helps us resolve all labour related issues, while utilizing the best possible practices. At the same time, the individuals gain knowledge and tools that help them in their personal development and careers.

TOTAL TRAINING HOURS: 1025



Average Training Hours by Gender

After hiring new members of staff, the new employees take part in an induction programme as well as other introductory seminars, which help them to understand the policies and procedures of the Columbia Beach Resort.

Columbia Academy

Objectives:

- For new employees to achieve a level of competence in their department.
- To establish a general understanding of their department and its logistics.
- To assimilate the Columbia Culture, its procedures, policies, vision, values and guiding principles.
- For new employees to acquire a quality minded approach towards our clients in order to ensure guest satisfaction at the highest level.



Child Labour / Forced or Compulsory Labour



Columbia Beach Resort upholds all laws relevant to child and forced labour and we remain bound by the laws of the EU. In addition, we contribute to the elimination of all forms of forced or compulsory labour in a variety of procedures such as employment contracts, on the spot inspection during work assignments, evaluation procedure of our suppliers, before, upon, and during assignment based on certain criteria and certificates, licenses etc.

Security Practices

Our Security team are employed to patrol the premises and keep both staff and guests, as well as our Resort, safe and secure. To ensure the appropriate conduct towards third parties, particularly regarding the use of force, all our security personnel is trained in the organization's human rights policies. One of their responsibilities is to perform spot checks. Below is the breakdown of the spot check process but not limited to:

- Follow the safety procedure
- Check to be done away from other staff
- Call the Duty Manager
- Do not touch belongings
- Guards can only look
- Mandatory reporting of security check

Social Contribution



Columbia Beach Resort values the local community of Pissouri and through risk assessment process, the environmental impact of our operations is monitored. The Resort looks after the local community and seeks to accommodate its needs such as green area providence and maintenance, providence of lifeguard station, cleaning of beach toilets and the supply of extra treated grey water to local farmers for irrigation. Other ways we are contributing to the local community include:



Beach clean ups

Our Green Team activities include regular beach clean ups, local conservation, sponsoring community events and the protection of sea turtle nests

Cat Care Project

The main aim of the Columbia Cat Care Project is to help look after the ever-increasing number of stray cats in Cyprus by neutering and vaccinating those in our area, then ensuring they are well-fed and groomed. There are a number of ways that guests can get involved in the project. They can become a 'godparent' and sponsor or donate to help care for our cats, or even officially adopt a cat through the project and take it home with them.

Anti-Cancer Society

The Cyprus Anti-Cancer Society cares for people with cancer, providing them with palliative care services, as well as supporting their families and caregivers and informing the wider public about cancer prevention, diagnosis, treatment and relief.

To support this amazing local charity, we add on a donation of €5 to our guest's suite bill. If they wish to make a larger donation, or no donation, they can inform us at check out and we will adjust their bill accordingly.

Hidden Disabilities Sunflower Network

Columbia Beach Resort was the first resort worldwide to join the Hidden Disabilities Sunflower Network, which aims to improve everyday experiences and interactions for people with invisible disabilities.



Customer Health and Safety



Columbia Beach Resort received the Gold Standard Award for Health & Safety, an accreditation from the Global Biorisk Advisory Council (GBAC) in recognition of its unsurpassed protocols relating to health and cleanliness.

As part of the 'Stay Small, Stay Safe' initiative spearheaded by Small Luxury Hotels of the World – of which we are a long-standing and proud member – Columbia Beach Resort submitted its health and safety protocols (including those pertaining to Covid-safety measures) for review by the GBAC STAR accreditation programme.

For a property to receive Gold Standard accreditation, it must prove it is fully compliant with the programme's 20 core elements, which range from standard operating procedures and risk assessment strategies to personal protective equipment and emergency preparedness and response measures.

Customer Privacy

The privacy of our customers is paramount and our company's privacy policy demonstrates our firm commitment to this end.

Personal information and data are collected by using our website, make a booking on our website, or by registering with us. In ensuring that we protect our customer's privacy in accordance with the provisions of the applicable data protection laws, we follow the strictest security procedures and protocols when it comes to the storage and disclosure of said personal information.

To protect the privacy and personal information of our customers, Columbia Beach Resort will not loan, rent or sell to any third parties any personal details that have been passed on to us without explicit prior permission.

We have a data protection officer (DPO) to oversee compliance with this privacy policy. If you have any questions about this privacy notice or how we handle your personal information, please contact the Data Protection Officer at dpo@columbiaresort.com. You have the right to make a complaint at any time to the Data Protection Commissioner's Office, the Republic of Cyprus' supervisory authority for data protection issues.





Governance

In this section, we present our policies and performance for the following material topics:

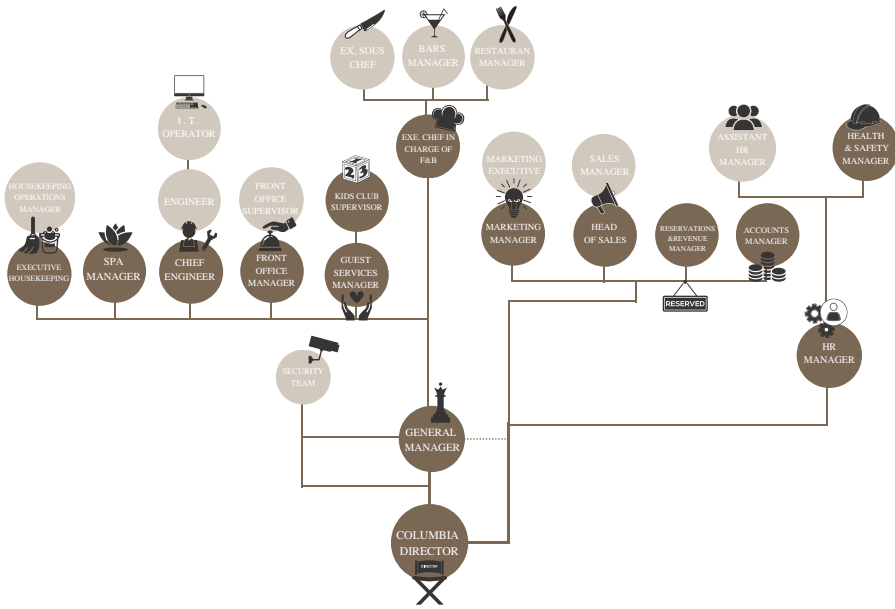
1. Market Presence
2. Anti-corruption
3. Anti-competitive Behaviour

Corporate Governance Structure

Columbia Beach Resort is committed to conducting business in an ethical manner. Therefore, it is important for Columbia Beach Resort to have the necessary due diligence in place to establish that its counterparties share the same values.

The Management team is evaluated by the General Manager or by a member of the Executive Management Team on annual basis.





Criteria to be evaluated

- Evidence of living the Vision
- Shares problems to find solutions
- Makes good judgement in all situations
- No retaliatory behaviour
- Delivering results
- Actively pursues professional development and growth for self and team
- Leading from below

Code of Conduct

The Code of Conduct states that the company is committed to honesty and integrity and offers the best possible service to all guests, maintaining a competent and professional team. The high levels of standards expected to be upheld by Columbia Hotels & Resorts requires the staff to demonstrate the highest standards of behaviour and integrity.





Non-conformities

Controlling non-conformances applies to 'process outputs' and 'services' as well as products. Reports, data, test results and copyright property can all be potentially non-conforming. This procedure commences with the tracing of a non-conformity and extends to the implementation and application of corrective measures for the removal of non-conformity causes and to prevent them from reoccurrence.

The responsibility for this procedure is allocated to the General Manager in conjunction with the Human Resources Manager.

In cases where a non-conformity is noticed, the Report of Non-Conformity is filled in and the Head of Department (HOD) is informed. With the HOD's guidance, appropriate measures are taken in order to solve the problem.

The corrective measures-corrective actions can be taken on the following types of potential non-conformities:

- >>product
- >>additives and raw materials
- >>standards management/procedures (9001,14001,2200)
- >>personal hygiene and cleanliness
- >>machinery and equipment
- >>measuring instruments
- >>H&S procedures



Corrective and preventive measures

According to the type of nonconformity and its severity, appropriate measures and suggestions of preventive measures are made by the IMS Coordinator or the relevant HOD/involved party.

Market Presence



We believe in making a positive impact in the local communities where we operate. While this topic has been identified as less critical for our organization, we are committed to continually improving our sustainability reporting practices. As part of our ongoing efforts, we are actively working towards compiling data related to our contribution to economic development in the local areas. This includes initiatives such as fair remuneration practices and supporting local hiring. We aim to disclose this information in future sustainability reports, demonstrating our dedication to transparency and responsible business practices.

Anti-corruption



Our policy is to conduct all our business in an honest and ethical manner. We take a zero- tolerance approach to bribery and corruption and we are committed to act professionally, fairly and with integrity in all our business communications and relationships wherever we operate.

We uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate. However, we remain bound by the laws of the EU.

Bribery and corruption are punishable for individuals with twenty years' imprisonment and if we are found to have taken part in corruption, we could face an unlimited fine and face damage to our reputation as Company. We therefore take our legal responsibilities very seriously.



Anti-corruption Policy

All team member/employees of the Columbia Beach Resort are responsible for the effective application of the anti-corruption policy, and must report any suspicious activity, misconduct or failure of policy implementation.

The purpose of this policy is to:

- Set out the responsibilities of all the team members as well as our subcontractors, in observing and maintaining our policy on bribery and corruption
- Provide information and guidance to our team members on how to recognise and deal with bribery and corruption issues.

This policy applies to all individuals working at all levels, or any other person associated with us, or any of our subsidiaries or their employees, wherever located.

This policy also applies to all operations within the group and to all joint ventures and associated organisations.

All Heads of Departments have received training on anti-corruption and the Company will ensure that this policy is circulated and communicated to all individuals concerned and the policy is communicated to all employees during the induction training.

In general, Managers/department Heads are encouraged to communicate with their Team if they require help or assistance. Employees are encouraged to direct any queries they may have to their Manager.

Total number of confirmed incidents of corruption

Columbia Beach Resort	0
Employees	0
Business partners	0
Public legal cases regarding corruption brought against the organization or its employees during the reporting period	0



Record Keeping

The Company keeps financial records and have appropriate internal controls in place which evidence/justify payments to third parties.

Heads of departments must declare and keep a written record of all vouchers or gifts accepted or offered to themselves and their teams (Notification form below).

All expenses related to vouchers, free accommodation, gifts or expenses offered/provided to third parties are submitted in accordance with the Company expenses policy and specifically record the reason for the expenditure.

All accounts, invoices and other documents and records related to the dealings with third parties, such as clients, suppliers and business contacts, should be prepared and maintained with accuracy and integrity.

Anti-competitive Behaviour

Columbia Beach Resort has issued a “Code of Conduct” that provides the framework of principles for dealing with customers and indicates the professional standards expected from all employees.

Total number of confirmed incidents of anti-competitive behaviour, anti-trust and monopoly practices

0

Conflict of Interest

Columbia Beach Resort’s Conflict of Interest Policy, outlines the rules regarding conflict of interest and the responsibilities of employees and the company in resolving any such discrepancies. The Policy applies to all prospective or current employees of the company, as well as independent contractors and persons acting on behalf of the company.



The relationship of Columbia Hotels and Resorts with its employees is based on mutual trust. As we are committed to preserving the interests of people under our employment, we expect our employees to act the same way.

The responsibility of resolving a conflict of interest starts from the immediate supervisor and may reach senior management. All conflicts of interest will be resolved as fairly as possible. Senior management has the responsibility of the final decision when a solution cannot be found.

In general, employees are advised to refrain from letting personal and/or financial interests and external activities come into opposition with the company's fundamental interests.

The same principles apply to the clients. When applicable, we are committed to not offer services or form partnerships with companies who are in direct competition with one of our existing clients.

Disciplinary Consequences

In cases when a conflict of interest is deliberately concealed or when a solution cannot be found, disciplinary action may be invoked up to and including termination.

Standards, certifications and awards



Columbia Beach Resort has won a number of awards from the World Travel Awards, TripAdvisor, and other distinguished bodies within the travel industry.





Green Key Award



Green Key

Columbia Beach Resort Received the Eco-Honour 'Green Key Award', an international eco-label for hotels and tourism facilities, the Green Key Award honours enterprises that put environmentally sustainable practices at the forefront of their development, ensuring that their business activities not only seamlessly assimilate with, but positively impact their surroundings and local community.

To receive Green Key certification, Columbia Beach Resort displayed its high-standard compliance with a strict set of criteria, spanning environmental management, and water and energy efficiency, to green activities and corporate social responsibility.



Membership Associations



GRI Content Index

Statement of use	Columbia Beach Resort has reported the information cited in this GRI content index for the period 01/01/2022 - 31/12/2022 with reference to the GRI Standards.	
GRI 1 used: GRI 1	Foundation 2021	
GRI 2: General Disclosures 2021	2-1 Organizational details	"Introduction" p. 01, "Our Company" p. 04-05
	2-2 Entities included in the organization's sustainability reporting	"Our Company" p. 04-05
	2-3 Reporting period, frequency and contact point	"Scope and Boundary" p. 01, "Contact Details" p. 48
	2-6 Activities, value chain and other business relationships	"Columbia Beach Resort" p.04-06
	2-7 Employees	"Our Performance / Social / Diversity, Equality & Inclusion", p. 30
	2-9 Governance structure and composition	"Our Performance / Governance / Corporate Governance Structure" p. 40-41
	2-11 Chair of the highest governance body	"Our Performance / Governance / Corporate Governance Structure" p. 40-41
	2-12 Role of the highest governance body in overseeing the management of impacts	"Our Approach to Managing our Priorities / Our Sustainability Governance" p. 08, "Our Approach to Managing our Priorities / Sustainability Team" p. 09
	2-13 Delegation of responsibility for managing impacts	"Our Performance / Governance / Corporate Governance Structure" p. 40
	2-14 Role of the highest governance body in sustainability reporting	"Our Approach to Managing our Priorities / Our Sustainability Governance" p. 08, "Our Approach to Managing our Priorities / Sustainability Team" p. 09
	2-15 Conflicts of interest	"Our Performance / Governance / Conflict of Interest" p. 48
	2-16 Communication of critical concerns	"Our Performance / Governance / Grievance Procedure" p. 29
	2-17 Collective knowledge of the highest governance body	"Our Performance / Social / Training & Education" p. 36
	2-18 Evaluation of the performance of the highest governance body	"Our Performance / Governance / Corporate Governance Structure" p. 40-41
	2-22 Statement on sustainable development strategy	"Letter from the CEO" p. 02
	2-23 Policy commitments	"Our Performance / Environmental / Sustainability & Environmental Policy" p. 15-16, "Our Performance / Social / Policy Statement on Health, Safety and Welfare" p. 31, "Our Performance / Social / Food Safety Policy and Management System" p. 33, "Our Performance / Governance / Anti-corruption Policy" p. 43-45, "Our Performance / Governance / Conflict of Interest" p. 45
	2-24 Embedding policy commitments	"Our Performance / Environmental / Sustainability & Environmental Policy" p. 15-16, "Our Performance / Social / Policy Statement on Health, Safety and Welfare" p. 31, "Our Performance / Social / Food Safety Policy and Management System" p. 33, "Our Performance / Governance / Anti-corruption Policy" p. 43-45, "Our Performance / Governance / Conflict of Interest" p. 45

GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	"Principles and values" p. 07-08, "Our Performance / Social / Grievance Procedure" p. 29, "Our Approach to Managing Our Priorities" p. 08
	2-26 Mechanisms for seeking advice and raising concerns	"Our Performance / Social / Grievance Procedure" p. 29
	2-27 Compliance with laws and regulations	"Our Performance / Governance / Non-conformities" p. 42 - 43
	2-28 Membership associations	"Membership Associations" p.48
	2-29 Approach to stakeholder engagement	"Identifying, Communicating and Understanding our Stakeholders" p. 10
	2-30 Collective bargaining agreements	"Our Performance / Social / Collective Bargaining Agreements" p. 29
GRI 3: Material Topics 2021 GRI 202: Market Presence 2016 GRI 204: Procurement Practices 2016 <i>*Not material topic</i> GRI 205: Anti-corruption 2016 GRI 206: Anti-competitive Behavior 2016 GRI 302: Energy 2016 GRI 303: Water and Effluents 2018	3-1 Process to determine material topics	"Materiality Assessment" p. 11-13
	3-2 List of material topics	"Materiality Assessment" p. 13
	3-3 Management of material topics	"Our Performance / Environmental" p. 14-18, "Our Performance / Social" p. 26, "Our Performance / Governance" p. 40-43
	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	"Our Performance / Governance / Market Presence" p. 43
	202-2 Proportion of senior management hired from the local community	"Our Performance / Governance / Market Presence" p. 43
	204-1 Proportion of spending on local suppliers	"Our Performance / Columbia Beach Resort's Key Highlights" p. 03
	205-1 Operations assessed for risks related to corruption	"Our Performance / Governance / Anti-corruption" p. 43-45
	205-2 Communication and training about anti-corruption policies and procedures	"Our Performance / Governance / Anti-corruption" p. 43-45
	205-3 Confirmed incidents of corruption and actions taken	"Our Performance / Governance / Anti-corruption" p. 43-45
	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	"Our Performance / Governance / Anti-competitive Behaviour" p. 45
	302-1 Energy consumption within the organization	"Our Performance / Environmental / Energy Consumption" p. 18-19
	302-2 Energy consumption outside of the organization	"Our Performance / Environmental / Energy Consumption" p. 18-19
	302-3 Energy intensity	"Our Performance / Environmental / Energy Consumption" p. 18-19
	302-4 Reduction of energy consumption	"Our Performance / Environmental / Energy Consumption" p. 18-19
	302-5 Reductions in energy requirements of products and services	"Our Performance / Environmental / Energy Consumption" p. 18-19
	303-1 Interactions with water as a shared resource	"Our Performance / Environmental / Water Management" p. 20
	303-2 Management of water discharge-related impacts	"Our Performance / Environmental / Water Management" p. 20
303-3 Water withdrawal	"Our Performance / Environmental / Water Management" p. 20	
303-4 Water discharge	"Our Performance / Environmental / Water Management" p. 20	
303-5 Water consumption	"Our Performance / Environmental / Water Management" p. 20	

GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	"Our Performance / Environmental / Biodiversity Loss" p. 23-25
	304-2 Significant impacts of activities, products and services on biodiversity	"Our Performance / Environmental / Biodiversity Loss" p. 23-25
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	"Our Performance / Environmental / Biodiversity Loss" p. 23-25
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	"Our Performance / Environmental / Biodiversity Loss" p. 23-25
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Contact Details

In closing, we hope that this report will become a strategic tool for self-improvement by promoting closer cooperation and knowledge sharing with all effected members both inside and outside the organization.

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Feedback

We value your feedback in order to develop and advance our approach to sustainability. We appreciate your views, which may be sent to info@columbiaresort.com

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