

NISSI PARK



SUSTAINABILITY REPORT 2017

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1.0 Introduction

Nissi Park strives to achieve a 'low environmental impact' from its operations and is fully aware of its environmental responsibilities. Our Hotel has embarked upon an environmental journey for the continuous improvement and full compliance with the environmental laws and regulations.

We ensure environment initiatives impact the guest experience in a positive way and we also support initiatives in our local community, communicating and celebrating our achievements.

2.0 Presentation of the Hotel Facilities

Designed in the style of the old Cypriot monasteries with all the rooms opening onto a courtyard, the Nissi Park Hotel manages to capture the unique flavour of Cyprus, while retaining a charm all of its own. Set just a couple of minutes away from NISSI, one of the best beaches in Cyprus, the hotel is in an ideal location for making the most of lively Ayia Napa.

The Hotel's 80 twin rooms are all comfortably furnished and offer an excellent standard of accommodation. The swimming pool surrounded by our evergreen gardens, offers a relaxing spot for the sun enthusiasts. One can also enjoy swimming in the crystal clear waters of NISSI, at an especially reserved beach area for Nissi Park Hotel guests, with all the water sports facilities

Nissi Park Hotel is renowned for the friendly and relaxed atmosphere, with an impeccable personal service and attention to detail, ensuring an unforgettable vacation under the sun.

3.0 Sustainability Commitment

Whilst we strive to enhance the quality of our guest's stay and ensure they take home memorable experiences, we do all that with respect to the local environment and we manage our impacts for the benefit of the local community in which we operate. We are committed to measuring and managing those impacts by:

- The development of a sense of environmental responsibility among all employees by actively protecting our natural vegetation
- The development of environmental programs using products with low environmental impact
- The integration of environmental aspects into our day-to day operations, full scale recycle program
- The assessment of the environmental impacts of all activities, products and processes in advance and identify any preventive and/or corrective measures needed
- Setting of Qualitative and Quantitative targets in order to minimize the environmental impact from our operations; Reduce water consumption, electricity and petrol consumption. Waste water is used for irrigation
- Implementation of the necessary measures to prevent, eliminate or reduce pollution, emissions and waste generation to the minimum and to conserve resources, taking clean technologies into account
- Provision of on-going training for our staff on environmental and health & safety issues
- Continual improvements in operations, emergency preparedness and management oversight to increase the effectiveness and reliability of our environmental management system
- The adoption and rigorous adherence to the highest standards in health, safety, security and the protection of the environment

The Hotel's Sustainability Management System is based on the Travelife requirements and the International Environmental Management Standard ISO 14001. The Hotel has been certified with the ISO 14001 since 2014 and maintains a Travelife Gold Award.

4.0 Environmental Targets set

The environmental targets set for 2017 are monitored and appropriate measures are taken.

The targets set on the Environmental Plan for 2017 are:

- Reduce energy consumption by 2%
- Reduce water consumption by 3%
- Reduce waste output by 3 %
- Reduce the petrol use by 3%
- Reduce the use of chemical use by 2%

5.0 Environmental Aspects and Consumption

5.1 Electricity Consumption

The energy is supplied by the Electricity Authority of Cyprus and is primarily used for lighting, heating and cooling and the running of the hotel equipment i.e. pumping stations, kitchen equipment, fridges and freezers, office equipment etc.

	2014	2015	2016	2017 (target)
Electricity (kWh)	239902	255379	261994	256754
Electricity (kWh/guest night)	8.32	9.61	9.99	9,7

Energy consumption has been reduced by using Renewable energy using more solar energy and heat/recovery systems for heating and cooling.

Although there is an increase in the consumption the cost moneywise went down due to the reductions in the electricity bill. We are still using the heat/recovery system for heating and cooling. Last winter we have changed all the rooms lighting by installing LED lamps. All lamps everywhere in the hotel are low energy and LED lamps. Actually for 2017 the results till now look better and we anticipate that we will have a savings compared to the 2016 consumption.

Based on the energy load calculations and the energy assessment prepared, we list below the total load per area:

AREA DESCRIPTION

RUNNING LOADS PERCENTAGE

1. COOLING from Chiller (Rooms / Lobby)	83838KW	32%
2. COOLING from split units & (Offices / Stores / Kitchen vrf)	34059KW	13%
3. LIGHTING	15720KW	6%
4. EQUIPMENT / APPLIANCES (Kitchen / Stores)	94318KW	36%
5. EQUIPMENT / APPLIANCES (Bar / Restaurant)	7859KW	3%
6. OTHER APPLIANCES	13099KW	5%

SUGGESTIONS FOR FURTHER IMPROVEMENT

- Keep advertising our energy saving policies to our clients and most of them will save more
- All lamps will be replaced with led lighting
- Install in all rooms an automatic power cut system
- In case of purchasing electrical equipment to be energy efficient

5.2 Petrol Consumption

The Hotel maintains a tank for the storage of petrol. Petrol is supplied by EKO Petroleum Company and is primarily used for the boilers for heating water.

	2014	2015	2016	2017 (target)
Petrol (Lt)	7150	4350	4676	4535
Petrol (kWh/guest night)	2.44	1.61	1.75	1,70

Comparing 2014 to 2015 there is a decrease in consumption with a saving of 2.800 liters of petrol or a 39% saving. However there was a 7% increase in petrol consumption for 2016 or 326 liters of petrol more; we believe that the increase is not big and we expect to reach the target of 3% decrease in 2017.

5.3 Gas Consumption (LPG)

The Hotel maintains a tank for the storage of gas. Gas is supplied by EKO and is primarily used in the kitchen of the Hotel.

	2014	2015	2016	2017 (target)
Gas (kg)	4050	3540	3996	4000
Gas (kWh/guest night)	1.91	1.81	2.07	2.07

Consumption of gas for 2016 was more compare to 2015 that means 456kg or 13%. This was due to the fact that the yearly food sales were €1.000 more and also there was an increase of 10% to the AI guests. Looking at the 2017 consumption as compared to 2016 it seems that we will have a small increase or at least we will keep the same figures as the number of AI guests is expected to be higher.

5.4 Total Energy Consumption

In the following table the total energy consumption is calculated in terms of kWh / guest night. This provides a clearer picture for the energy consumption. Due to the ongoing improvements we hope that we will be able to maintain the consumption below the 2016 levels.

	2014	2015	2016	2017 (target)
Electricity	239902	255379	261994	256754
Petrol	70427	42847	46058	44669
Gas	55080	48144	54345	53257
Total Energy in kWh / guest night	12.6	13.0	13.8	13.5

5.5 Water Consumption

The Hotel is supplied with fresh water from the Municipality for use in the rooms, kitchen areas, hygiene areas, swimming pools and other outlets of the Hotel. Recycled water from the Municipality Sewage Authority is used for watering the gardens.

	2014	2015	2016	2017 (target)
Fresh Water (Tons)	5611	5558	5429	5266
Recycled Water Only for Gardens		2344	2368	2380
Yearly Total consumption				
Total Water / guest night		0.29	0.29	0.29

During the last 2 years there was a decrease of water consumption of 182 tons of water compare to 2014 due to the fact we have installed a new pressurized system resulting in a better flow of water. Also the fact that we have installed water restrictors on the shower heads and on the water drippings in the rooms and water saving devices in the toilets resulting to the reduction of the consumption even more

Following a water assessment the **water consumption** breakdown is as follows:

BREAKDOWN OF WATER PER VARIOUS LOCATIONS

1. ROOMS: 4714 tons or 87%
2. PUBLIC AREAS (Kitchen, Bar, HK, Shower): 433 tons or 8%
3. POOL: 282 tons or 5%

SUGGESTIONS FOR FURTHER IMPROVEMENT

- Install water restrictors in the kitchen and in the butchery as well
- By purchasing equipment using water in the kitchen or in the HK the equipment shall be water saving

5.6 Chemical Consumption

The Hotel uses chemicals for cleaning purposes, maintenance, chemical spraying in the gardens and the swimming pools. Every effort is made to buy bulk quantities and to return the plastic containers to the suppliers.

The consumption of chemicals by brand is attached.

Housekeeping

Ltr	2014	2015	2016
MP 6	1005	980	610
LEMON GEL	490	520	540
SOFT CREAM	465	440	415
FRESHLOO	115	55	55
SCREEN	15	25	35
BLEACH	690	705	720
WINDOW CLEANER	130	135	145
MP 4			360
Total / guest night	0.10	0.10	0.11

Kitchen

Ltr	2014	2015	2016
RINSE AID	520	590	660
DISHWASH LIQUID	750	810	880
OVEN CLEAN	55	60	55
TD 50	50	55	55
MP 6	195	200	190
CATERCLEAN-50	25	30	30
WASH UP LIQUID	55	60	60
Total / guest night	0.05	0.06	0.07

Related to the chemical consumption in the **Kitchen** in some items there was a small increase due to the increase of the AI guests the last 2 years.

Ltr	2014	2015	2016
Gardens Chemicals	25	31	32

As far as the consumption of chemicals in the **Gardens**, the last 2 years were exceptional years with many plant diseases (not only with the Palm trees, but also with the other trees). It seems chemicals used nowadays are not as effective as in the past and we have to spray at least once a month general pesticide all over the complex. We have to keep our gardens at their best because this is one of our major attraction points.

Chemical Consumption /Maintenance Department

	2014	2015	2016
CALCIUM kg	140	210	185
SODIUM kg	40	25	20
HTH BLACKAL ltr	7	4	3
TILE & VINYL CLEANER ltr	25	20	25
OXY SHOCK kg	10	5	5
SODA kg	8	8	7
GOLD-N-CLEAR ltr	1	1.5	1.5
ALGICIDE ltr			5

Related to the chemical consumption in the **Maintenance department**, it went down last year. The reason is the better supervision and control in the chemical use by the maintenance team.

5.7 Solid and Liquid waste



Any liquid and solid waste resulting from the Hotel's operations are separated and handled by approved licensed suppliers. All solid waste is separated and collected by Green Dot and other licensed recyclers. The recycling program has been fully implemented in co-operation of the Green Dot that provides the recycle bins. We will continue to enhance our digital presence and communication in order to save paper and to meet our guest's expectations.

The quantities collected in the recycle bins (Green Dot Bins) for the different categories are attached (kilos)

RECYCLING 2014

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic					240	420	420	420	270	240			2010
Paper					400	480	480	480	480	400			2720
Glass					65	80	100	100	65	40			450

RECYCLING 2015

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic					200	390	390	390	250	200			1820
Paper					330	450	450	450	450	330			2460
Glass					60	75	95	95	60	35			420

RECYCLING 2016

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic					230	410	410	410	260	230			1950
Paper					390	470	470	470	470	390			2660
Glass					70	80	110	110	80	50			500

Other recycled items (hazardous)	Authorized Recycler	2014	2015	2016	2017 till July
Batteries	AFES Cyprus Ltd		13kg		
Ink / Toner	TELLY Recycling	6kg	7kg	5kg	3kg
Lamps (taken in NB Hotel)	TESC Ltd	7kg	8kg	20kg	3kg
Used oil	PAP USED OIL	415ltr	425ltr	430ltr	220ltr

5.9 Labour and Human Rights

At Nissi Park Hotel we strive to provide a safe workplace where the 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 operate.

All new employees are informed before they start work about the terms and conditions of their employment, including pay and welfare arrangements.

At Nissi Park we try to attract new talent and at the same time retain quality employees. The breakdown of our employees follows:

Employees	2014	2015	2016	2017
Male Employees	14	14	14	14
Female Employees	14	13	13	13
Local Staff	25	27	27	27
Other nationalities	3			

Whilst we encourage non-discrimination, we employ a large number of local people, in order to support the local community where the Hotel operates.

The greatest asset of Nissi Park is our employees and we try to invest in their continuous training and development and the upgrading of their skills.

An effort is made to offer training to all staff members and to cover the training needs of all employees. The number of training programs / hours has been increasing over the years in line with the HR policy of the Hotel.

Please find below the hours of training per year:

Training Provided	2014	2015	2016	2017
External training (# of programs / hours)	162	386	109	138
On the job training (# of programs / hours)	20	40	20	30
Total training (# of programs / hours)	182	426	139	168
Training hours / employee	6,5	15,7	4,0	6,2

During 2015 a lot of training programs have taken place especially in the Restaurant/Bar for the upgrading of the skills of the R/B staff. Our target for 2018 is 7 hours training / employee.

We have also implemented a Health and Safety Management System and we strive to minimize the occupational health and safety incidents by reducing the lost days of work due to injuries. We are very proud to say that the last 3 years we did not have any accident. Only this year 2017 we had one accident that means 64 hours lost due to injuries. Our aim is always to have zero accidents.

5.10 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 details of this year's Hotel activities are outlined in the Community / Social Activity report.

Furthermore the Hotel continued the policy of buying goods made/grown locally wherever possible in order to support local companies.

5.11 Hotel Performance / Guest Satisfaction

The Hotel has implemented and maintains a certified Integrated Management System in line with ISO 9001, ISO 14001 and ISO 22000 including legal requirements for health and safety.

The Hotel continued to promote our sustainability program and achievements by placing information on the Hotel web site and social media and at the Environmental corner of the Hotel. Information about the local culture, customs and traditions is also available in the guest rooms.

Our guests continue to trust Nissi Park for their holidays and the percentage of repeaters is 7%, which shows clearly their satisfaction.

The questionnaires are filled by the tablet located in the lobby area of the hotel. The most important is that the guests can fill it up at any time they want. Following is the evaluation of the guests based on 3319 filled up questions period covered May till October 2016 & 2811 questions filled up during 2015

	2015	Target	2016	Target
Reception	4,3	4,7	4,6	4,6
Housekeeping	4,1	4,8	4,4	4,7
Maintenance	4,3	4,5	4,5	4,5
Restaurant Service	4,4	4,7	4,7	4,8
Cafeteria Service	4,5	4,7	4,8	4,8
Bar Service	4,3	4,7	4,8	4,8
Kitchen	3,4	4,5	4,3	4,0
Swimming Pool	4,1	4,5	4,4	4,4
Entertainment	3,6	4,3	3,7	4,0

In general there was an increase in all the departments from 2015 to 2016. Due to the small size of the hotel the staff is very close to the guests and the guests feel very comfortable. The slogans "**Small and friendly**" and "**A green haven of relaxation**" are very well suited to the concept of the hotel.

The overall guest satisfaction index went from 75% in 2015 to 79% in 2016 and for 2017 till end of July is up to 83%. This is due to the big effort and commitment has been shown by all the departments. The good supervision by the head of the departments as well plus the continuous follow up from the Hotel Manager helped us achieved above results.

5.10 General Comments

Great effort has been made regarding our kitchen purchasing policy commitment and finally all our fresh produce purchases from local suppliers have exceeded 40% of the hotel purchases in fresh products.

The environmental program has been updated and revised for the years 2016-2017. All Nissi Park staff has a good understanding of the targets and objectives set of the environmental program.

The hotel has on going communications for Environmental Aspects with all interested parties and the Environmental Management System is well implemented.

The hotel is a member of the Cyprus Sustainable Tourism Initiative (CSTI), which was established in 2006. Its goal is to promote the development of sustainable approach to tourism in Cyprus through the preservation, conservation and the protection of the environment, the sensible use of natural resources and the improvement of the social and economic conditions of marginalized rural communities of Cyprus.

We have established on the 5th of June our environmental Beach/Sea clearing day with great success; The last 2 years 2016/17 the beach cleaning was done in cooperation with Thomas Cook UK and the Ayia Napa high school. This year was held on the 14th of June.

The Hotel complies with all legal requirements, as it has obtained all licenses requested by the local authorities, the Health department of Cyprus, and all other concerned government departments.

We also implement a Risk Assessment Study. This year 2017 we were audited on the 24th of May by the Health & Safety inspection department with 2 minor discrepancies noted, which have already been settled.

Some recognitions and awards have been given to the hotel such as the:

Travelife Gold award

Proven Quality Award 2015 from Thomas Cook UK

Trip Advisor Certificate of Excellence 2014

Booking.com Certificate of Excellence 2014

Recommended on Holiday check the last 3 years 2014, 2015, 2016

Above awards ranging from environmental standards to customer service excellence – the hotel sets the standards for excellent accommodation and holidaying in Cyprus.

Nissi Park is proud to be allied to such prominent associates who share our vision and commitment in pursuit of sustainable excellence in the hospitality industry. Our target is to repeat this achievements for 2017

ADDITIONAL SUSTAINABILITY ACTIVITIES AT THE NISSI PARK:

1. ALL balcony doors were replaced with double glazing in the winter of 2012-2013, thus achieving a much better thermal insulation. This project is sponsored 30% by the Cyprus government as part of supporting energy safety measures
2. Whenever possible we have a group of lights on a time switch
3. The chillers are replaced with 2 new ones of the latest technology and with lower electricity consumption. This new chillers incorporate a heat exchanger, therefore we preheat our hot water to 45° C and we only use petrol to achieve the additional 5°C to reach the requested temperature of 50° C (a crucial point for Legionella prevention)
4. All existing WCs have been converted into using a dual flush system
5. In all guests bathrooms the shower/tap heads have been replaced with low consumption ones
6. All the gardens are watered with a sprinkler system
7. All glass bottles with return policy are returned to the supplier to reuse
8. A4 white paper is recycled by using the blank side for notes and for internal photocopies
9. Torn linen and towels are used for cleaning purposes
10. An air curtain has been installed on our deep freezers doors in the stores department
11. Our guests are encouraged to use public transport
12. Information about bicycle renting and time tables of the local buses is available at the reception
13. A large majority of our guests are transferred from and to the airport by coaches
14. There is an environmental information board for our guests

Nissi Park is committed to further reduce its impact on the environment and the local community by taking initiatives in support of the environmental improvement and sustainable development, whilst ensuring the guests satisfaction.

It is our intention to increase our efforts and get everybody involved in order to ensure a sustainable future.