

SUSTAINABILITY REPORT 2019



nissi park
hotel

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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 2019 are monitored and appropriate measures are taken.

The targets set on the Environmental Plan for 2019 are:

- Reduce energy consumption by 2%
- Maintain water consumption at the same levels of 2018
- Reduce waste output by 2%
- Maintain petrol consumption at the same levels of 2018
- Maintain chemical consumption at the same levels of 2018

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.

	2016	2017	2018	2019 (target)
Electricity (kWh)	261994	243033	251645	246612
Electricity (kWh/guest night)	9.99	9.16	9.55	9.35

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

There is an increase in the consumption compare 2017/2018. This was due to the very high temperatures for a long period in summer. The target of a 2% reduction per guest was not achieved. Also, at the same time the cost moneywise went up due to the increase of the fuel worldwide. We are still using the heat/recovery system for heating and cooling. All lamps everywhere in the hotel are LED lamps.

We anticipate that for 2019 we will have better savings compared to 2018 consumption.

Based on the energy load calculations and the energy assessment prepared, we list below for 2018 the total load per area:

AREA DESCRIPTION PERCENTAGE	RUNNING	LOADS
1. COOLING from Chiller (Rooms / Lobby) 35%	88075KW	
2. COOLING from split units & (Offices / Stores / Kitchen vrf) 14%	35230KW	
3. LIGHTING	12582KW	5%
4. EQUIPMENT / APPLIANCES (Kitchen / Stores)	85559KW	34%
5. EQUIPMENT / APPLIANCES (Bar / Restaurant)	10067KW	4%
6. OTHER APPLIANCES	20132KW	8%

SUGGESTIONS FOR FURTHER IMPROVEMENT

- Keep advertising our energy saving policies to our clients and most of them will save more
- 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.

	2016	2017	2018	2019 (target)
Petrol (Lt)	4676	4835	3224	3230
Petrol (kWh/guest night)	1.75	1.79	1.20	1,20

Comparing 2017 to 2018 there is a decrease in consumption with a saving of 1.611 liters of petrol. Due to the very high temperatures the chiller worked more so the water was heated and there was no need to use the burners so the petrol was saved. The target of a 15% reduction per guest was achieved. We believe that the decrease number is very good and we expect to maintain the petrol consumption at the same levels of 2018.

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.

	2016	2017	2018	2019 (target)
Gas (kg)	3996	3760	4068	4070
Gas (kWh/guest night)	2.07	1.92	2.09	2.09

Consumption of gas for 2018 was more compare to 2017 that means 308kg or 8%. This was due to the fact that another oven was purchased in the kitchen for our needs. The target to maintain the gas consumption at the same levels of 2017 was not achieved. Looking at the 2019 figures it seems that we will have a decrease as the number of AI guests is expected to be less.

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 same levels as 2018.

	2016	2017	2018	2019 (target)
Electricity	261994	243033	251645	246612
Petrol	46058	47624	31756	31815
Gas	54345	51136	55324	55352
Total Energy in kWh / guest night	13.8	12.8	12.8	12.8

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.

	2016	2017	2018	2019 (target)
Fresh Water (Tons)	5429	5254	5009	5020
Recycled Water Only for Gardens	2368	1230	1041	1050
Yearly Total consumption				
Total Water / guest night	0.29	0.24	0.23	0.23

During the last 2 years there was a decrease of fresh water consumption of 420 tons compare to 2016 and 1327 of recycled water also compare to 2016. The fact that we took some measures the recent years like the installation of a pressurized system all over the hotel and the installation of water restrictors on the shower heads and on the water drippings in all rooms resulted the reduction of the consumption even more. Not only the target to maintain the water consumption at the same levels of 2017 was achieved but as we explained above there was a big decrease.

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

BREAKDOWN OF WATER FOR 2018 PER VARIOUS LOCATIONS

1. ROOMS: 4357 tons or 87%
2. PUBLIC AREAS (Kitchen, Bar, HK, Shower): 400 tons or 8%
3. POOL: 250 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	2016	2017	2018
MP 6	610	660	720
LEMON GEL	540	430	296
SOFT CREAM	415	430	245
SCREEN	35	27	31
BLEACH	720	605	430
WINDOW CLEANER	145	135	150
MP 4	360	370	265
TD 50	35	35	57
Total / guest night	0.11	0.11	0.09

Kitchen

Ltr	2016	2017	2018
RINSE AID	660	560	561
DISHWASH LIQUID	880	820	870
OVEN CLEAN	55	60	148
TD 50	55	60	55
MP 6	190	185	200
CATERCLEAN-50	30	25	46
WASH UP LIQUID	60	55	60
Total / guest night	0.07	0.07	0.07

Related to the chemical consumption in the **Kitchen** for 2018 in one item there was a big increase due to the purchase of a new oven.

Gardens

Ltr	2016	2017	2018
Gardens Chemicals	32	40	48

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 twice 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

	2016	2017	2018
CALCIUM kg	185	200	290
SODIUM kg	20	25	25
HTH BLACKAL ltr	3	3	7
TILE & VINYL CLEANER ltr	25	24	30
OXY SHOCK kg	5	14	16
SODA kg	7	10	8
GOLD-N-CLEAR ltr	1.5	1	1
ALGICIDE ltr	5		

Related to the chemical consumption in the **Maintenance department**, it looks reasonable. The reason is the very good supervision and control in the chemicals 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 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

RECYCLING 2017

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic					250	400	410	400	240	220			1920
Paper					410	450	470	450	450	370			2600
Glass					80	70	110	100	70	40			470

RECYCLING 2018

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic					250	390	410	400	240	240			1930
Paper					410	440	470	450	450	390			2610
Glass					80	60	110	100	70	60			480

Other recycled items (hazardous)	Authorized Recycler	2016	2017	2018
Batteries	AFES Cyprus Ltd		13kg	
Ink / Toner	TELLY Recycling	5kg	3kg	3kg
Lamps (taken in NB Hotel)	TESC Ltd	20kg	8kg	5kg
Used oil	KAZ OIL fr. 2018	430ltr	410ltr	430ltr

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	2016	2017	2018	2019
Male Employees	14	14	14	14
Female Employees	13	13	14	16
Local Staff	27	27	27	28
Other nationalities			1	2

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	2016	2017	2018	2019
External training (# of programs / hours)	109	218	120	20
On the job training (# of programs / hours)	20	10	20	94
Total training (# of programs / hours)	139	228	140	114
Training hours / employee	5,1	8,4	5	3.8

During 2017 a lot of training programs have taken place especially for the Head of Departments Supervisors due to the upgrading of the International Standards ISO 9001 and ISO 14001. Our target for 2019 is 5,5 hours training / employee.

Regarding the health and safety incidents the last years we did not have any accident. 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.

Our guests continue to trust Nissi Park for their holidays and the percentage of repeaters is 8%, 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 3011 filled up questions period covered May till October 2017 and 4054 questions also filled up for the period May till October 2018.

	2017	2018
Reception	4,6	4,7
Housekeeping	4,3	4,4
Maintenance	4,7	4,7
Restaurant Service	4,7	4,7
Cafeteria Service	4,7	4,8
Bar Service	4,5	4,6
Kitchen	4,3	4,3
Swimming Pool	4,3	4,4
Entertainment	3,9	4,0

In general there was an increase in almost all the departments from 2017 to 2018. 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 82% in 2017 to 86% in 2018. 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 year 2019. 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 recent years the beach cleaning is done in cooperation with the tour operator Thomas Cook UK and the Ayia Napa high school.

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 2019 we were audited in May by the Health & Safety inspection department with 1 minor discrepancy noted, which has 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, 2018

Booking.com Certificate of Excellence 2014, 2017, 2018

Recommended on Holiday Check for 2014, 2016, 2017, 2018

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 2019

ADDITIONAL SUSTAINABILITY ACTIVITIES AT THE NISSI PARK:

1. Whenever possible we have a group of lights on a time switch
2. The chillers incorporate a heat exchanger, where 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)
3. All existing WCs have been converted into using a dual flush system
4. In all guests bathrooms the shower/tap heads have been replaced with low consumption ones
5. All the gardens are watered with a sprinkler system
6. All glass bottles with return policy are returned to the supplier to reuse
7. As from this year 2019 in our Bar/Restaurant we only use paper straws and paper glasses
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. Our guests are encouraged to use public transport
11. Information about bicycle renting and time tables of the local buses is available at the reception
12. A large majority of our guests are transferred from and to the airport by coaches
13. 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.