

# SUSTAINABILITY REPORT 2021



nissi park  
hotel

Prepared by: Vasos Kontopoulos, Hotel Manager

Date: 10/07/2021

## **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, we also support initiatives in our local community and we communicate and celebrate 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 Beach, 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 Beach at an especially reserved beach area for Nissi Park Hotel guests, with all the water sports facilities nearby.

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 guests' 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 an 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 and 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.

Due to the Covid-19 pandemic, the Hotel remained closed in 2020.

#### 4.0 Environmental Targets set

Due to the fact that, the hotel was closed during 2020 our target is to try to maintain the same consumption for energy, water and chemicals as per 2019. However, due to the lower occupancies expected this might be difficult to achieve. The environmental targets set for 2021 are monitored and appropriate measures will be taken.

The targets set on the Environmental Plan for 2021 are:

- Maintain energy consumption at the same levels of 2019
- Maintain water consumption at the same levels of 2019
- Maintain waste at the same levels of 2019
- Maintain chemical consumption at the same levels of 2019

#### 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.

	2018	2019	2020	2021 (target)
Electricity (kWh)	251645	256788	N/A	250100
Electricity (kWh/guest night)	9.55	10.61	N/A	10,61

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 compared to 2018/2019 due to the very high temperatures for a long period of time in the summer. The 2019 target of a 2% reduction per guest was not achieved. Also, at the same time the monetary cost went up due to the increase of the fuel price worldwide. We are still using the heat/recovery system for heating and cooling. We only have LED lamps in the hotel.

We anticipate that for 2021 we will maintain the consumption as per 2019 figures.

**Based on the energy load calculations and the energy assessment prepared, the total load per area for 2019 is listed below.**

##### AREA DESCRIPTION

##### RUNNING LOADS PERCENTAGE

1. COOLING from Chiller (Rooms / Lobby)	89876KW	35%
2. COOLING from split units & (Offices / Stores / Kitchen vrf)	35950KW	14%
3. LIGHTING	12839KW	5%
4. EQUIPMENT / APPLIANCES (Kitchen / Stores)	87308KW	34%
5. EQUIPMENT / APPLIANCES (Bar / Restaurant)	10271KW	4%
6. OTHER APPLIANCES	20544KW	8%

##### SUGGESTIONS FOR FURTHER IMPROVEMENT

- Keep advertising our energy saving policies to our clients to encourage them to save energy
- To install an automatic power cut system in all rooms
- Any new purchases of electrical equipment must be energy efficient

## 5.2 Petrol Consumption

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

	2018	2019	2020	2021 (target)
Petrol (Lt)	3224	6600	N/A	6100
Petrol (kWh/guest night)	1.20	2.68	N/A	2,68

Comparing 2018 to 2019, there is an increase in consumption of 3376 liters of petrol. One reason maybe is that the thermostats of the cylinders, which are manual, were slightly more increased during the service period and the settings changed. The consumption will be monitored for a more accurate assessment of the problem. We anticipate that for 2021, we will maintain the consumption as 2019 figures.

## 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.

	2018	2019	2020	2021 (target)
Gas (kg)	4068	4474	N/A	4250
Gas (kWh/guest night)	2.09	2.51	N/A	2,51

Consumption of gas for 2019 was slightly more compare to 2018, i.e., 406kg or 9% more. This was due to the fact that another kitchen oven was purchased to fill our needs. Here as well we anticipate that for 2021, we will maintain the consumption as 2019 figures.

## 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 achieve our energy targets for 2021.

	2018	2019	2020	2021 (target)
Electricity	251645	256788	N/A	250100
Petrol	31756	65010	N/A	60085
Gas	55324	60846	N/A	57800
Total Energy in kWh / guest night	12.8	15.8	N/A	15,8

## 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.

	2018	2019	2020	2021 (target)
Fresh Water (Tons)	5009	4971	N/A	4600
Recycled Water Only for Gardens	1041	1033	N/A	1010
Yearly Total consumption				
Total Water / guest night	0.23	0.24	N/A	0.24

Comparing 2018 to 2019, there is a decrease of fresh water consumption of 38 tons and 8 of recycled water. The fact that we took some measures the recent years like the installation of a pressurized system all over the hotel, the installation of water restrictors on the shower heads and on the water faucets in all rooms resulted a further reduction of the consumption. The target to maintain the water consumption at the same levels of 2018 was achieved. We anticipate that for 2021, we will maintain the consumption as per 2019 figures.

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

### BREAKDOWN OF WATER FOR 2019 PER VARIOUS LOCATIONS

1. ROOMS: 4325 tons or 87%
2. PUBLIC AREAS (Kitchen, Bar, HK, Shower): 398 tons or 8%
3. POOL: 248 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	2018	2019	2020	2021(target)
MP 6	720	680	N/A	418
LEMON GEL	296	295	N/A	182
SOFT CREAM	245	225	N/A	138
SCREEN	31	26	N/A	70
BLEACH	430	395	N/A	243
WINDOW CLEANER	150	146	N/A	90
MP 4	265	230	N/A	142
TD 50	57	52	N/A	32
Total / guest night	0.08	0.08	N/A	0.08

## Kitchen

Ltr	2018	2019	2020	2021(target)
RINSE AID	561	535	N/A	330
DISHWASH LIQUID	870	845	N/A	520
OVEN CLEAN	148	140	N/A	86
CATERCLEAN-50	46	43	N/A	30
MP 6	200	195	N/A	180
WASH UP LIQUID	60	60	N/A	50
Total / guest night	0.07	0.07	N/A	0.07

Evidently, there is a very good chemical control.

## Gardens

Ltr	2018	2019	2020	2021(target)
Gardens chemicals	48	55	53	55

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

## Chemical Consumption / Maintenance Department

	2018	2019	2020	2021(target)
CALCIUM kg	290	300	150	300
SODIUM kg	25	25	15	25
HTH BLACKAL ltr	7	4	7	4
TILE & VINYL CLEANER ltr	30			
OXY SHOCK kg	16	14		14
SODA kg	8	10	4	10
GOLD-N-CLEAR ltr	1	1		1

Regarding to the chemical consumption in the **Maintenance department**, it looks reasonable due to the very good supervision and control by the maintenance team. The Tile & Vinyl Cleaner is no longer required as the pool from 2019 has been converted to overflow type. Also note that due to the fact that the hotel was closed in 2020, the pool was open for maintenance reasons only, which resulted in significant reduction in the consumption of chemicals.

## 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 as below (in kilos)

### RECYCLING 2018

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

### RECYCLING 2019

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Plastic</b>					250	400	410	400	240	220			1920
<b>Paper</b>					410	450	460	450	440	370			2580
<b>Glass</b>					80	70	110	100	70	40			470

Note: Since the Hotel was closed for 2020 no recycling took place that year.

<b>Other recycled items (hazardous)</b>	<b>Authorized Recycler</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Batteries</b>	AFES Cyprus Ltd		13kg	N/A
<b>Ink / Toner</b>	TELLY Recycling	3kg	4kg	N/A
<b>Lamps (taken in NB Hotel)</b>	TESCO Ltd	5kg	4kg	N/A
<b>Used oil</b>	KAZ OIL	430ltr	440ltr	N/A

## 5.9 Labour and Human Rights

At Nissi Park Hotel, we strive to provide a safe workplace where human rights are respected in accordance with the collective union agreements 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 in which 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 is as follows:

Employees	2018	2019	2020	2021
Male Employees	14	14	3	12
Female Employees	14	13		12
Local Staff	27	28		23
Other Nationalities	1	2		1

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 enhancement 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	2018	2019	2020	2021(target)
External training (# of programs / hours)	120	80	20	100
On the job training (# of programs / hours)	20	50		50
Total training (# of programs / hours)	140	130	20	150
Training hours / employee	5	4,3	1,6	5.5

In the past years, a lot of training programs took place, especially for the Head of Departments. Due to the pandemic in 2020, only one seminar took place and that was about the handling of Covid-19. Our target for 2021 is to increase the training hours per employee up to 5,5.

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 10%, 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 2587 filled-out questionnaires from May till October 2019.

In general, there is a balance in almost all the departments comparing the 2 years. 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 86% in 2018 to 88% in 2019. This is due to the big effort and commitment by all the departments. The good supervision by the head of the departments as well the continuous follow up from the Hotel Manager helped us achieved above results.



	2018	2019	2020	2021(target)
Reception	4,7	4,7	N/A	4,8
Housekeeping	4,4	4,4	N/A	4,5
Maintenance	4,7	4,8	N/A	4,9
Restaurant Service	4,7	4,6	N/A	4,7
Cafeteria Service	4,8	4,7	N/A	4,8
Bar Service	4,6	4,7	N/A	4,8
Kitchen	4,3	4,6	N/A	4,7
Swimming Pool	4,4	4,6	N/A	4,7
Entertainment	4,0	4,2	N/A	4,3

We anticipate that for 2021, we will have better figures than 2019.

### **5.10 General Comments**

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

The environmental program was updated and revised for the year 2021. 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 with great success established the 5<sup>th</sup> of June as our environmental Beach/Sea cleaning day. This year due to the pandemic, it took place by the end of June and without the presence of the Ayia Napa High school unlike previous years.

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 relevant government departments.

We also have in place a Risk Assessment Study.

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

#### **Travelife Gold Award**

**Trip Advisor Certificate of Excellence 2014, 2018, 2019**

**Booking.com Certificate of Excellence 2014, 2017, 2018, 2019**

**Recommended on Holiday Check for 2014, 2016, 2017, 2018, 2019**

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 these achievements for 2021

### **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 guest 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. 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 guests satisfaction.

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