

SUSTAINABILITY REPORT 2023



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

Taking into consideration the risks associated with the Ukrainian war, the rising costs of energy and raw materials our target is to try to maintain the same consumption for energy, water and chemicals as per 2022. The environmental targets set for 2023 are monitored and appropriate measures will be taken.

The targets set on the Environmental Plan for 2023 are:

- Reduction of the energy consumption by 10% compared to 2022
- Maintain water consumption at the same levels of 2022
- Maintain waste at the same levels of 2022
- Maintain chemical consumption at the same levels of 2022

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.

	2020	2021	2022	2023 (target)
Electricity (kWh)	N/A	201513	241768	217590
Electricity (kWh/guest night)	N/A	13.27	12.20	10.90

This year 2023 we installed a new Photovoltaic system of 103kW, and we hope to reach the 2023 target. Apart from that we continue to use the heat/recovery systems for heating and cooling.

There is an overall increase in the consumption compare 2021/2022 in kWh but there is a substantial decrease per guest. This was due to the increase of the guest nights which was 30% higher than 2021, which substantially reduces the p/guest average. We are still using the heat/recovery system for heating and cooling. All lamps everywhere in the hotel are LED lamps.

Based on the energy load calculations and the energy assessment prepared, we list below for 2022 the total load per area:

AREA DESCRIPTION

RUNNING LOADS PERCENTAGE

1. COOLING from Chiller (Rooms / Lobby)	84620KW	35%
2. COOLING from split units & (Offices / Stores / Kitchen vrf)	33847KW	14%
3. LIGHTING	12088KW	5%
4. EQUIPMENT / APPLIANCES (Kitchen / Stores)	82201KW	34%
5. EQUIPMENT / APPLIANCES (Bar / Restaurant)	9671KW	4%
6. OTHER APPLIANCES	19341KW	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.

	2020	2021	2022	2023 (target)
Petrol (Lt)	N/A	3154	4633	4170
Petrol (kWh/guest night)	N/A	2.04	2.30	2.07

Comparing 2021 to 2022 there is an increase in consumption of 1479 liters or 12% per guest. The main reason is that the opening in 2021 was at the end of June due to the Covid pandemic and there was less demand for hot water. Furthermore, we had an increase of the guest nights which was 30% higher than 2021.

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.

	2020	2021	2022	2023 (target)
Gas (kg)	N/A	2630	3620	3258
Gas (kWh/guest night)	N/A	2.35	2.48	2.23

Consumption of gas for 2022 was slightly more compared to 2021 that means 990kg or 5% per guest. And here the same applies as the petrol and that another oven was purchased in the kitchen for our needs.

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 2023.

	2020	2021	2022	2023 (target)
Electricity	N/A	201513	241768	217590
Petrol	N/A	31066	45635	41074
Gas	N/A	35768	49232	44309
Total Energy in kWh / guest night	N/A	17.7	17.0	15.3

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.

	2020	2021	2022	2023 (target)
Fresh Water (Tons)	N/A	3194	3626	3630
Recycled Water Only for Gardens	N/A	3100	3228	3230
Yearly Total consumption	N/A			
Total Water / guest night	N/A	0.28	0.34	0.32

Comparing 2021 to 2022 there is an increase of freshwater consumption of 432 tons and 128 of recycled water. And here the same applies as had an increase of the guest nights which was 30% higher than 2021. We anticipate that for 2023 we will maintain the consumption as 2022 figures.

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

BREAKDOWN OF WATER FOR 2022 PER VARIOUS LOCATIONS

1. ROOMS: 3155 tons or 87%
2. PUBLIC AREAS (Kitchen, Bar, HK, Shower): 290 tons or 8%
3. POOL: 181 tons or 5%

SUGGESTIONS FOR FURTHER IMPROVEMENT

- As we have water restrictions in the rooms to install in the kitchen and in the butchery as well.
- By purchasing water saving equipment in the kitchen or in the HK we will save more water.

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	2020	2021	2022	2023(target)
MP 6	N/A	680	720	750
LEMON GEL	N/A	295	296	300
SOFT CREAM	N/A	225	245	250
SCREEN	N/A	26	31	50
BLEACH	N/A	395	430	450
WINDOW CLEANER	N/A	146	150	170
MP 4	N/A	230	265	280
TD 50	N/A	52	57	65
Total / guest night	N/A	0.08	0.08	0.08

Kitchen

Ltr	2020	2021	2022	2023(target)
RINSE AID	N/A	535	561	570
DISHWASH LIQUID	N/A	845	870	900
OVEN CLEAN	N/A	140	148	155
CATERCLEAN-50	N/A	43	46	60
MP 6	N/A	195	200	220
WASH UP LIQUID	N/A	60	60	70
Total / guest night	N/A	0.07	0.07	0.07

It is obvious that there is a very good balance of chemicals control.

Gardens

Ltr	2020	2021	2022	2023(target)
Garden Chemicals	N/A	53	55	55

As far as the consumption of chemicals in the **Gardens**, the last 3 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 must spray at least twice a month general pesticide all over the complex. We must keep our gardens at their best because this is one of our major attraction points.

Chemical Consumption /Maintenance Department

	2020	2021	2022	2023(target)
CALCIUM kg	N/A	290	300	320
SODIUM kg	N/A	25	25	30
HTH BLACKAL ltr	N/A	7	4	6
OXY SHOCK kg	N/A	16	14	20
SODA kg	N/A	8	10	10
GOLD-N-CLEAR ltr	N/A	1	1	2

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 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 2021

	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	120	70	60			500

RECYCLING 2022

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic					290	420	460	460	440	320			2390
Paper					420	450	490	480	470	400			2710
Glass					90	80	130	140	110	70			620

Other recycled items (hazardous)	Authorized Recycler	2020	2021	2022
Batteries	AFES Cyprus Ltd	N/A	13kg	12kg
Ink / Toner	WEEE CYPRUS	N/A	3kg	5kg
Lamps (taken in NB Hotel)	TESCO Ltd	N/A	1kg	1kg
Used oil	KAZ OIL	N/A	240ltr	260ltr

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	2019	2020	2021	2022
Male Employees	14	3	15	16
Female Employees	14		13	14
Local Staff	27		26	27
Other nationalities	1		2	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	2020	2021	2022	2023(target)
External training (# of programs / hours)	20	30	50	100
On the job training (# of programs / hours)		50	60	70
Total training (# of programs / hours)		80	110	170
Training hours / employee	1.6	2.9	3.6	5.5

The last years a lot of training programs have taken place especially for the Head of Departments Supervisors. Our target for 2023 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 15%, 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 1707 filled up questions period covered May till October 2022.

In general, there is a balance in almost all the departments compare the 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 2021 to 88% in 2022. 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.

	2020	2021	2022	2023(target)
Reception	N/A	4,7	4,7	4,8
Housekeeping	N/A	4,4	4,4	4,5
Maintenance	N/A	4,7	4,8	4,9
Restaurant Service	N/A	4,7	4,6	4,7
Cafeteria Service	N/A	4,8	4,7	4,8
Bar Service	N/A	4,6	4,7	4,8
Kitchen	N/A	4,3	4,6	4,7
Swimming Pool	N/A	4,4	4,6	4,7
Entertainment	N/A	4,0	4,2	4,3

We anticipate that for 2023 we will have better figures than 2022.

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 2023. 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 cleaning day with great success.

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 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 2018, 2019,2021,2022
- Booking.com Certificate of Excellence 2017, 2018, 2019, 2021, 2022
- Recommended on Holiday Check for 2017, 2018, 2019, 2021, 2022

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 2023.

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 the guests satisfaction.

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