

SUSTAINABILITY REPORT 2025



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

Nissi Park Hotel, strives to achieve a "low carbon footprint" 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.

More explicitly the Hotel's environmental policy calls for the following:

- Integration of circular economy principles into the hotel's operations to minimize environmental impact, reduce waste, conserve resources, and enhance sustainability.
- Adopt energy-efficient technologies and practices and utilize renewable energy sources.
- Optimize the use of resources by selecting sustainable materials, reducing consumption, and promoting energy and water efficiency throughout the hotel.
- Implement strategies to reduce waste at the source, avoid products with excessive packaging and single-use plastics.
- Implement waste segregation systems in all areas of the hotel to facilitate recycling.
- Encourage the reuse of materials and products wherever possible.
- Prioritize the purchase of products and services that are sustainably sourced, have minimal environmental impact, and are designed for longevity or recyclability.
- The integration of environmental aspects into our day-to-day operations
- The development of a sense of environmental responsibility among all employees by actively protecting our natural environment.
- Setting of Qualitative and Quantitative targets in order to minimise the environmental impact from our operations; Reduce greenhouse gas emissions, electricity & petrol consumption and water consumption.
- Provision of on-going training to all staff on waste management practices and sustainability initiatives.
- Continual improvements in operations, emergency preparedness and management oversight to increase the effectiveness and reliability of our environmental management system.

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 since 2015.

We invite our Stakeholders to support us with the delivery of our goals and commitments towards sustainability

4.0 Environmental Targets set

The environmental targets for 2025 have been set with an implementation action plan and are monitored through our environmental program. Appropriate measures were taken and necessary actions were taken when and were deemed necessary.

Taking into consideration the risks associated with the Ukrainian and Israel wars, the rising costs of energy and raw materials below are our targets for energy, water and chemicals consumption.

Targets:

- Reduction of the energy consumption by 5% compared to 2024
- Maintain water consumption at the same levels of 2024
- Reduction of the general waste by 3% compared to 2024
- Reduction of the chemical consumption by 5% compared to 2024
- Cooperation with our sister hotels in the reduction of gardening waste

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.

In year 2023 we installed a new Photovoltaic system of 103kW and we continue to use the heat/recovery systems for heating and cooling. Last winter we installed in all rooms an automatic power cut system which will greatly reduce energy loss in rooms when the customer is not in the room. Also, the lamps everywhere in the hotel are LED lamps.

The consumption for 2024 per guest night though in comparison with 2023 has decreased by 4.4%. We hope that after the above measures taken, the electricity consumption will be reduced by 5%.

	2024	2025 (target)
Electricity in kWh	213811	203120
Electricity in kWh/guest night	8.22	7.80
Total Electricity Emission Kg CO ₂ e	135955	129157
Average Emission Kg CO ₂ e/guest night	5.23	4.97

5.2 Petrol Consumption

Last winter we installed an Electric heat pump to heat the water (apart from the heat/recovery system) and we estimate that we will have no petrol consumption at all. However, the Hotel maintains a tank for the storage of petrol in case needed.

The only equipment that operates with petrol is the standby power generator with only minutes of operation per month.

	2024	2025 (target)
Petrol in kWh	16626	0
Petrol in kWh/guest night	0.64	0
Total Petrol Emission Kg CO ₂ e	4210	0
Average Emission Kg CO ₂ e/guest night	0.16	0

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 operations of the Hotel.

The gas consumption in kgs for 2024 was decreased by 15% compared to 2023. This was because we have changed some gas-powered machines with others that run on electricity. The installation of the photovoltaic system into the hotel gave us the opportunity to make this change. A further decrease in the gas consumption is estimated as listed below.

	2024	2025 (target)
Gas in kWh	61640	58558
Gas in kWh/guest night	2.37	2.25
Total Gas Emission Kg CO ₂ e	13221	12560
Average Emission Kg CO ₂ e/guest night	0.51	0.48

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 2025.

	2024	2025 (target)
Total Energy in kWh	292078	277474
Total Energy in kWh/guest night	11.23	10.66
Total Energy Emission Kg CO ₂ e	135976	129177
Average Emission Kg CO ₂ e/guest night	5.23	4.97

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. Below is a table of the consumption which is calculated in terms of tones/guest night. The water consumption per guest night was the same compare to 2023 and we estimate that the consumption will be the same for 2025. Information is placed in all guest rooms, and staff areas in order to encourage guests and staff to save water.

	2024	2025 (target)
Fresh Water (Tons)	4546	4546
Total fresh water / guest night	0.17	0.17
Total fresh water Kg CO ₂ e	677	677
Recycled Water (Tons) only for Gardens	2294	2294
Total recycled water Kg CO ₂ e	624	624
Total Water emissions Kg CO ₂ e	1301	1301

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.

As far as the consumption of chemicals in the **Gardens**, the last 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. Garden chemicals are used under the supervision and instructions of a consultant agronomist. We must keep our gardens at their best because this is one of our major attraction points.

Below is the table of Chemicals consumption in terms of liters/guest night. Our main target here is to reduce the chemical consumption by 5%.

	2024	2025 (target)
Environmentally Hazardous Substances (liquid ltr measures)	2804	2664
Total EHS / guest night	0.11	0.10

5.7 Solid 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 for the categories of glass, paper, pmd in terms of Kg/guest night are listed here below together with the general waste (landfill). The target here is to reduce the quantities by 3% by continuing close monitoring of the quantities produced.

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2024	Landfill	Landfill	Landfill	Landfill
	95480 kg	3.67 kg	59854 kg CO ₂ e	2.30 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	91500 kg	3.52 kg	1948 kg CO ₂ e	0.07 kg CO ₂ e
	Total	Total	Total	Total
	186980 kg	7.19 kg	61802 kg CO₂e	2.38 kg CO₂e
Target 2025	Landfill	Landfill	Landfill	Landfill
	92615 kg	3.56 kg	58058 kg CO ₂ e	2.23 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	88755 kg	3.41 kg	1890 kg CO ₂ e	0.068 kg CO ₂ e
	Total	Total	Total	Total
	181370 kg	6.97 kg	59948 kg CO₂e	2.30 kg CO₂e

The total single use plastic items purchased for 2024 are listed below. Every effort will be made to reduce the items purchased for 2025 by 2%. Our plan for winter 2025 is to replace the individual small bottles of hygiene products in the shower of the guest rooms with refillable ones. These will be located on a fixed base on the bathroom wall.

	2024	2025 (target)
Single use plastic per piece	46612	45679
Total plastic in piece/guest night	1.79	1.75

Other recycled items are the Batteries and the toners as listed below:

Other recycled items (hazardous)	Authorized Recycler	2024
Batteries	AFES Cyprus Ltd	13kg
Toner	WEEE CYPRUS	10kg

Also, in order to monitor our environmental impact, we measure the quantities purchased for high emission food in quantities as listed below. Our goal is to maintain purchases as per 2024.

	2024	2025 (target)
High emission food purchased in kg	11841	11841
Total kg/guest night	0.46	0.46
High emission food purchased in ltr	2308	2308
Total ltr/guest night	0.09	0.09

In this section the Total Emissions CO₂e for 2024 solid waste is 136036Kg CO₂e resulting in 5.23Kg CO₂e per guest night. Our aim is to reduce this number for 2025 by achieving the above targets set.

5.8 Labor 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. During all the audits carried out by the Social Insurance Inspection Department no discrepancies were noted. No employment rights issues have been raised by either a member of the staff or the unions.

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	2024	2025
Male Employees	17	17
Female Employees	19	18
Local Staff	25	23
Other nationalities	11	12

The 2025 season started with above numbers and there is a possibility to have changes till the end of the season. Whilst we encourage non-discrimination, we employee a large number of local people, in order to support the local community where the Hotel operates.

- Our targets for 2025 are:
- a) Support the local society by keeping the number of local staff above 65% of the total workforce and
 - b) Maintain the percentage of women employed at 50%

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:

Training Provided	2024	2025(target)
External training (# of programs / hours)	134	130
On the job training (# of programs / hours)	24	40
Total training (# of programs / hours)	158	170
Training hours / employee	4.3	4.8

The last years a lot of training programs have taken place especially for the Head of Departments / Supervisors. The range of topics was quite wide and covered important needs of the hotel such as Health & Safety, Skills, Sustainability issues, Environment etc.

Our target for 2025 is to increase the training hours per employee up to 4.8 and increase the Social and Environment subject workshops to 15% of the total training hours.

Regarding the health and safety incidents, the last years we did not have any accident. Our aim is always to have zero accidents.

5.9 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 or by scanning a code given to them upon arrival.

The most important is that the guests can fill it up at any time they want. For summer 2024 the evaluation of the guests was based on 2106 filled up questions.

In general, there is a balance in almost all the departments as compared through 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 for 2024 was 94%. This is due to the big effort and commitment shown by all the departments. The good supervision by the head of the departments plus the continuous follow up from the Management helped us achieved the above results.

Although we want to increase the percentage, this year 2025, to 96% we will also be satisfied if we can manage the same figures as last year.

5.10 General Comments

The environmental program (Action Plan) has been updated and revised for the year 2025. 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 also participate in the project called "Keep our sea plastic free" supported by the Tui Care Foundation, the Travel Foundation and the CSTI. The concept is to help Cyprus and especially the Famagusta region to keep its sand and sea plastic free. Also, we help to lift the relevant image of the region in the local and international market

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 for the safety at the workplace.

A number of recognitions and awards have been given to the hotel such as the:

- Travelife Gold award
- Trip Advisor Certificate of Excellence 2018, 2019, 2021, 2022, 2023, 2024 (last season we were in the 6th place among all hotels in Ayia Napa)
- Booking.com Certificate of Excellence 2017, 2018, 2019, 2021, 2022, 2024
- Agoda Customer Review Award 2024
- Recommended on Holiday Check for 2017, 2018, 2019, 2021, 2022, 2023, 2024

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 2025.

5.11 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.

- **Annual Beach Cleaning Day**
It takes place every year on the 5th of June (International Environmental Day) where hotel staff, guests and Tour Operators staff participate.
- **Annual Blood Donation Day**
Is done once a year usually middle of the summer in Nissi Beach Hotel and hotel staff members and guests are all invited to participate.
- **Donation by guests at checkout procedure**
During the checkout procedure all rooms are charged with a €3 donation, which is offered to the "Cyprus Larnaca Alzheimer Association".

- **Cyprus Breakfast**

We offer the "Cypriot Breakfast corner" which is implemented by the Deputy Ministry of Tourism. In this way we highlight Cypriot products.

- **CSTI Organization / Tui Care Foundation Project for Cyprus**

Every year on the 26th of September we celebrate the **World Tourism Day**. This year there is an initiative from CSTI under the auspices of the Cyprus Deputy Ministry of Tourism and the support of the Tui Care Foundation and other organisations to promote the project "Unite for a Cleaner Cyprus". The hotel will participate and lead a clean-up area with our team.

This collective action demonstrates our industry's deep commitment to sustainability and protecting the natural beauty of Cyprus for generations to come.

Botanical park and Labyrinth

- The Hotel promote the above park which is situated in Avgorou area by having a poster and leaflets in our Book corner in the lobby area. In the Botanical Park the guests can learn about the herbs of Cyprus in the 9 themed herb gardens.

- **Cyprus 10000 years of History and Civilisation / Cyprus Wine Routes**

The Hotel promotes above books by having them in our Book corner in the lobby area. The aim of these publications is to help visitors discover the cultural heritage of Cyprus and to experience Cypriot hospitality and be introduced to the world of Cyprus wine. The rich wine history of Cyprus has been alive and ongoing for something like 6.000 years.

- **Staff Committee**

The above group supports staff members who faced health or economic difficulties through the Staff account. An annual staff party takes place few days after the closure of the hotel. Also, an annual staff mountains daily excursion takes place always in November and almost all the staff members participate. All the expenses are covered by the Staff account.

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

ADDITIONAL SUSTAINABILITY ACTIVITIES AT THE NISSI PARK:

- The installation of the automatic power cut system in all the rooms will greatly reduce energy loss. Also when ever possible we have a group of lights on a time switch
- The chillers incorporate a heat exchanger, where we preheat our hot water to 45° C. The installation of a heat pump to heat the water to achieve the additional 5°C to reach the requested temperature of 50° C (a crucial point for Legionella prevention). We estimate also that we will have no petrol consumption at all.
- All existing WCs into the staff toilets as well have been converted into using a dual flush system
- In all guest bathrooms the shower/tap heads are low consumption ones
- All the gardens are watered with a sprinkler system
- All glass bottles with return policy are returned to the supplier to reuse
- In our Bar/Restaurant we only use paper straws and paper glasses
- Welcome fruit platters in the guest rooms are no longer wrapped in cellophane
- A4 white paper is recycled by using the blank side for notes and for internal photocopies

- Torn linen and towels are used for cleaning purposes
- Our guests are encouraged to use public transport
- Information about bicycle renting in the hotel and time tables of the local buses are available at the reception
- A large majority of our guests are transferred from and to the airport by coaches
- 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 all stakeholders involved to ensure a sustainable future.