

nissi beach resort

NISSI BEACH RESORT



SUSTAINABILITY REPORT 2015

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1.0 Introduction

Nissi Beach Resort recognizes its responsibility and is committed to improving its performance towards a sustainable future. With the support of our management and team members, we strive to develop and engage in sound operational practices that are financially and environmentally sustainable, continually improving our performance in key impact areas.

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

At Nissi Beach Resort we work every day so that our Hotel is becoming more responsible with the environment and the community.

2.0 Presentation of the Hotel Facilities

Nissi Beach is one of the island's finest beaches, famous for soft white sands and clear waters.

Overlooking this landmark, the Nissi Beach Resort embraces the unique bay and is set within its own lush, tropical gardens. The beautiful natural habitat of the resort is home to the friendly resident pelicans.

The Nissi Beach Resort offers 270 modern rooms – 118 Garden View, 104 Sea View, 18 Beach Bungalows and 30 Suite Beach Bungalows. All rooms have picturesque views of the gardens or sea, are elegantly appointed and offer a range of facilities for your comfort and convenience.

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:

- Implementing sound environmental practices in our day to day operations
- Endeavouring to reduce our use of energy and water, and re-use and recycle the resources consumed by our business wherever practical
- Encouraging the development and integration of sustainable technologies including renewable energy
- Monitoring and measuring our environmental performance on a monthly basis
- Protecting the rare endemic plants and wildlife
- Engaging our customers, employees, suppliers and contractors in our efforts to protect the environment.
- Providing the necessary resources to meet our objectives and targets set and ongoing training for our staff on environmental, social and health & safety issues
- Communicating our policies, practices and programmes to all our stakeholders

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 1996 and maintains a Travelife Gold Award.

4.0 Environmental Targets set

The environmental targets set for 2015-2016 (till May) are monitored and appropriate measures are taken.

The targets set on the Environmental Plan for 2015-2016 using as a base 2014 are:

- Reduce energy consumption by 5%
- Reduce water consumption by 3%
- Reduce waste output by 3 %
- Reduce the petrol use by 5%
- 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.

	2013	2014	2015	2016 (target)
Electricity (kWh)	1692570	1633530	1694170	1609462
Electricity (kWh/guest night)	17.5	16.8	18.3	17

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

For 2015 the target has not been achieved as the consumption was 60,640 kWh more than 2014, but none the less the cost moneywise went down due to the reductions in the electricity bill. During the renovations done last year a lot of new external lightings were added at the Taverna and the Suites thus contributing to the increase. Also this year it was the first time that the air conditioning in all areas of the hotel was on twenty four hours while the years before it was working only partially in the public and room areas. The previous 2 years the energy consumption targets have been achieved with a lot of money savings. For 2014 we had 57660kWh less than 2013 or a 4 % decrease thus approaching the target set up. kWh/guest.

Actually for 2016 the results till now look better and we anticipate that despite the renovations done and change in the hotel policy we will have a savings compared to the 2014 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 MAIN CHILLERS (MB & GARDENS)	292 KW	34%
2. COOLING FROM SPLIT UNITS/SUITES	56KW	7%
3. LIGHTING	83KW	10%
4. EQUIPMENT / APPLIANCES	392KW	41%
FRIDGES (13%/HOODS / VENTILATION / WASHING MACHINES (9%))		
5. SERVICE AREAS / SERVERS AND STAND BY SYSTEMS	27kw	3%

RECOMMENDATIONS FOR IMPROVEMENTS:

- 1. Keep training the personnel twice a year-(April/July)**
- 2. Keep advertising our energy saving policies to our clients and most of them will save more**
- 3. More detail monitoring in various areas it can help i.e. snack bars**
- 4. All lamps will be replaced with led lighting**
- 5. All new equipment purchased will be with energy saving features**
- 6. New purchase of the chiller has to feature the energy saving techniques – has to be equipped with the latest technology – Reverse osmosis.**
- 7. Monitor the internal public areas at night time.**
- 8. Schedule an hour, every night say 9 pm and reset the room temperature to 24 degrees**

5.2 Petrol Consumption

The Hotel maintains a tank for the storage of petrol of total capacity 8000 Lt. Petrol is supplied by EKO Petroleum Company and is primarily used for the boilers for heating water.

	2013	2014	2015	2016 (target)
Petrol (Lt)	382791	287581	313910	298215
Petrol (kWh/guest night)	3.9	3	3.4	3.2

Comparing 2014 to 2013 there is a decrease in consumption with a saving of 86.808 liters of petrol or a 3% saving approaching the set up 5% target. However there was a 12% increase in petrol consumption for 2015 or 26329 Lt of Petrol more; we have discovered that there was a technical maintenance problem which was later fixed in the winter to resolve the problem; this was due to old underground petrol tanks and it was impossible to discover any leakages. However in March 2016 we have replaced all the old underground petrol storage tanks and we do expect a big decrease in 2016.

5.3 Gas Consumption (LPG)

The Hotel maintains a tank for the storage of gas of total capacity 5,250 Lt. Gas is supplied by EKO and is primarily used in the kitchens and other outlets of the Hotel.

	2013	2014	2015	2016 (target)
Gas (Lt)	383615	367806	364058	364058
Gas (kWh/guest night)	4	3.8	3.9	3.0

Consumption of gas for 2014 was comparable to 2013 in spite of the fact that the sales of food on the beach were €50.000 more. Looking at the 2015 consumptions as compared to 2014 it seems that we will have a saving of 1% (3748 less Lt consumed) in spite of the fact that the sales of food on the beach had a further increase of 10 %.

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. In 2015 we had a substantial increase due to the renovations done and the new external lightings added. Due the ongoing improvements made over the years we managed to maintain the consumption below the 2013 levels.

	2013	2014	2015	2016 (target)
Electricity	379720	372610	353220	359000
Petrol	229357	162821	166120	154113
Gas	116987	108188	97485	226107
Total Energy in kWh / guest night	36.4	28.3	35.1	34.4

5.5 Water Consumption

	2013	2014	2015	2016 (target)
Fresh Water (Tons)	26667	28879	28340	27489
Total Water / guest night	.27	.29	.30	.29
Recycled Water Only for Gardens		27754	29245	30000
Yearly Total 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 is used for watering the gardens.

For 2014 there was an increase of water consumption of 1154 tons of water compare to 2013 due to the fact we have installed a new pressurized system resulting in a better flow of water, which resulted in considerably less guests complaints. Also the newly installed rain showers (in all suites and beach bungalows) and the use of fresh water in all public shower areas increased the consumption of water. There was a small decrease in consumption for 2015 as compared to 2014 (2% decrease-or 539 tons). Efforts have been made to reduce the consumption even more. Water consumption was decreased due to the fact we installed now pressurized water pipes, shower restrictors and water saving devices in the toilets. Also maintenance expenses have been reduced by 5% in 2012 and in 2013 with more supervision and check from the Management. Results for 2014 are better compared to the 2013 results. Also maintenance expenses for 2015 are comparable to 2013

Based on the last 4 years consumptions we have created our baseline water figure which is 0.29 (2014 figures)

The **water consumption** has been used as follows:

FOR THE YEAR 2015

Measurements are from March to October 2015

Total **Water consumption** for the 8 months Annual is **28340** tons of water.

Total number of **guests** from March to October is **92367** guests.

Daily average water consumption per guest is **0.307 tons** /guest.

BREAKDOWN OF WATER PER VARIOUS LOCATIONS

1. **ROOMS:** 17004 OR 0.18 /GUEST - 60% TOTAL CONSUMPTION
2. **PUBLIC AREAS** (Kitchen, Bar, Spa): 3684 or 0.04/guest or 13%
3. **POOLS** (PUBLIC SHOWERS, POOL, BAR): 2551 or .09/GUEST or 9%
4. **Beach Snack Bars:** 5385 or .19/guest or 19%

2013 - Daily water distribution in the hotel is as follow:

Main building: 27 tons
Garden rooms: 30 tons
Beach suites and bungalows: 40 tones
Snack bras & Taverna: 29 tones
Showers (Rondavel/Hotel /Foot showers): 24 Tones
Daily water consumption for 2013: **150 tons per day**

2015 - Daily water distribution in the hotel is as follows:

Main building: 18 tons
Garden rooms: 20 tons
Suites /bungalows: 32 tons
Snack bars on the beach: 25 tons
Showers(Rondavel/Hotel /Foot showers) 21Tones
Daily water consumption for 2015: **116 tons per day**

RECOMMENDATIONS FOR IMPROVEMENTS:

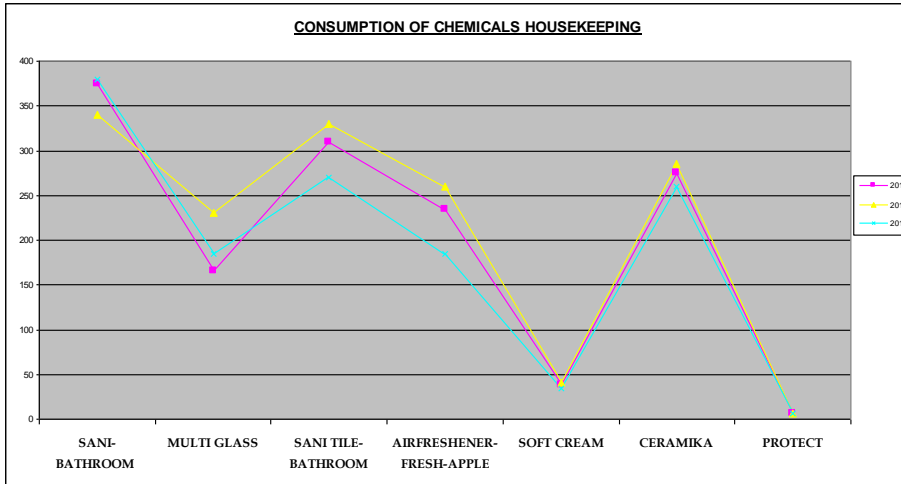
1. **Chemical analysis of the recycle water /Legionella analysis should be done twice a year June/September**
2. **More close monitoring how to reduce consumption on the showers on the beach. However the consumption of water at the beach is high due to the use by all visitors and not only hotel guests. This is a service we offer to the local community as well as to increase the business at the Beach Snack Bars.**
3. **Better shower restrictors / introduce closing hours-11pm**

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.

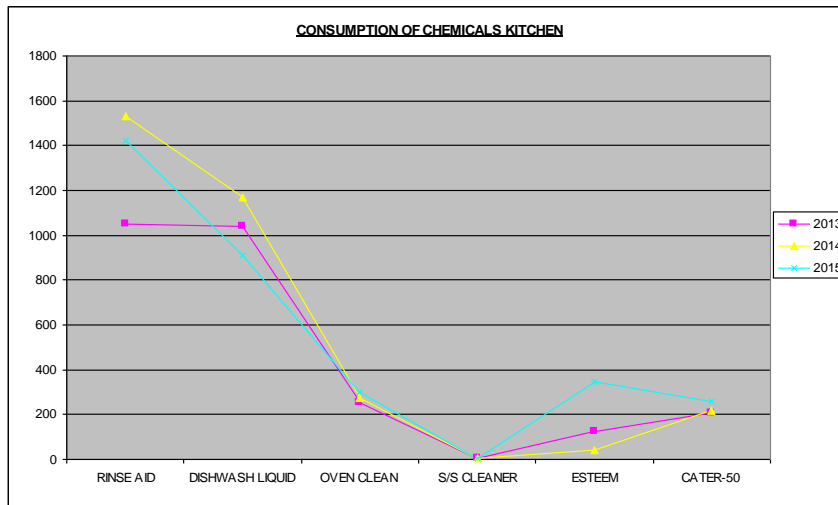
The consumption of chemicals by brand is attached.

The consumption for 2015 is better than 2014, which was even better than 2013 as far as **Housekeeping**. See attachment.



	2013	2014	2015
SANI-BATHROOM	375	340	380
MULTI GLASS	165	230	185
SANI TILE-BATHROOM	310	330	270
AIRFRESHENER-FRESH-APPLE	235	260	185
SOFT CREAM	38,1	40,5	33,8
CERAMIKA	275	285	260
PROTECT	6	7	6

Kitchen



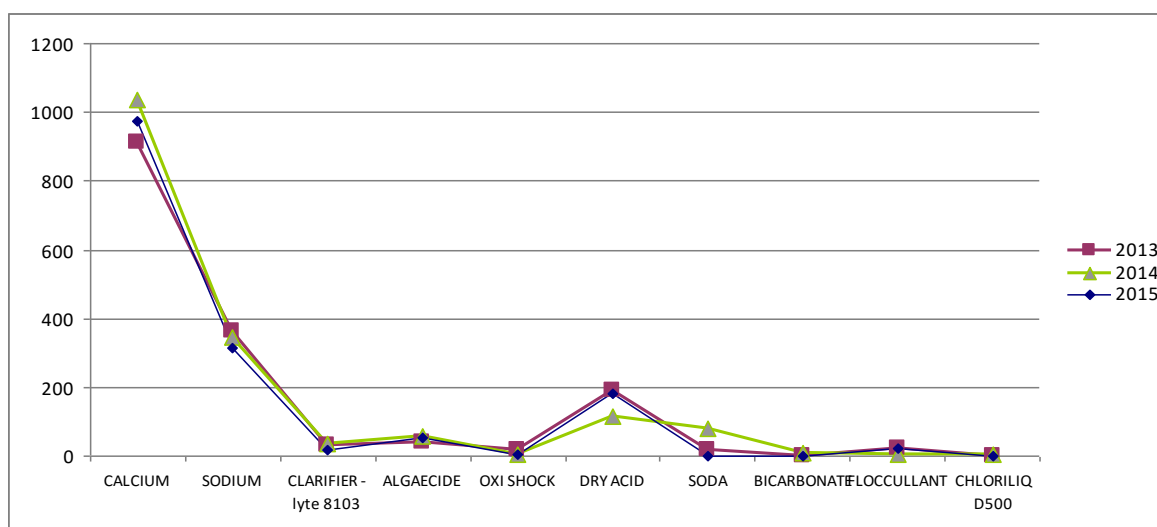
	2013	2014	2015
RINSE AID	1050	1530	1420
DISHWASH LIQUID	1040	1170	910
OVEN CLEAN	255	275	300
S/S CLEANER	3	4	4
ESTEEM	125	42	345
CATER-50	205	215	260

Related to the chemical consumption in the **Kitchen** a saving factor has been achieved but in some items there was uncontrollable consumption like the Esteem liquid due to the various problems faced with the dishwashing machine during the year.

As far as the consumption of chemicals in the **Gardens** this year was an exceptional year 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. It is logical that the costs went up: we have to keep our gardens at their best because this is one of our major attraction points.

	2013	2014	2015
Maintenance expenses	363000	334000	375000

Chemical Consumption /Maintenance Department



	2013	2014	2015
CALCIUM	910	1035	975
SODIUM	363	345	313
CLARIFIER - lyte 8103	31	34	18
ALGAECIDE	42	58	55
OXI SHOCK	16	5	3
DRY ACID	190	113	180
SODA	19	80	0
BICARBONATE	2	8	0
FLOCCULLANT	20	5	20
CHLORILIQ D500	0	4	0

Related to the chemical consumption in the **Maintenance department**, maintenance costs were down by 5% and as well the chemical consumption cost by 5%.

Big savings were achieved in the chemical use by proper supervision and control.

Also maintenance expenses have been reduced by 5% in 2012 and in 2013 with more supervision and check from the Management. Results for 2014 are better compared to the 2013 results. Also maintenance expenses for 2015 are comparable to 2013

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 & Hotel recycle bins for the different categories are attached (kilos) .

RECYCLING 2013

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic	250	250	500	1000	2000	2000	2000	2000	2000	2000	1000	250	15250
Paper	150	150	300	1680	3360	3360	3360	3360	3360	3360	1680	150	24270
Glass	200	400	800	3000	6000	6000	6000	6000	6000	6000	3000	400	43800

RECYCLING 2014

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic	250	250	400	1000	2000	2000	3000	3000	2500	1700	900	200	17200
Paper	150	150	300	1680	3250	4000	3360	3360	3360	3000	1800	150	24560
Glass	150	100	500	2900	5500	6000	6000	6000	6000	6000	3000	400	42550

RECYCLING 2015

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic	200	200	500	1000	2000	2000	2500	3000	2500	2000	1000	200	17100
Paper	100	100	250	1500	3360	3360	3360	3700	3360	3360	1680	150	24280
Glass	150	200	600	2500	5000	5500	6000	6000	6000	5000	2800	300	40050

Other recycled items (hazardous)	Authorized Recycler	2013	2014	2015	2016 till July
Batteries	Afes Cyprus Ltd	30kg	70kg	42kg	30kg
Ink / Toner	Telly Recycling	55kg	64kg	58kg	32kg
Lamps	TESC Ltd	109kg	98kg	115kg	63kg
Used oil	KAZ OIL	4135ltr	4350ltr	4270ltr	2350ltr

5.8 Sand Dunes Project

A great effort has been made by the hotel in preserving and revamping the hotel Sand Dunes following the guidelines set up by the Green Beach Project ; The target in preserving and expanding all of the natural endemic plants on the beach has been achieved. Now on the Nissi Beach sand dunes you see and enjoy more than 16 Cypriot beach endemic plants of the island in very big numbers such as *Pancreatum Maritimum*, *Euphorbia Paralias* and the beautiful convolus of the beach the *Ipomea*; If you visit the hotel any time of the year you can take the walk trail and see and admire all those endemic plants .The following sample of environmental leaflet which is getting ready by next month is attached for your information .

The Sand Dunes Project: 2011-2016 – ongoing

GET CLOSER TO THE NISSI BEACH RESORT FLORAL TREASURES:

It is well accepted that for the sake of touristic development, sand dunes have been levelled and 'nasty' plants have been cleared off to give way to extensive bathing beaches.

However our aim here, along the Nissi Beach bay is to establish a balance between the Intensive beach use and the need for protection of the natural sea shore ecosystem and specifically the sand dunes, which bear a diverse and specializing flora.

All along the sea front there was the non local plant the *Akakia*(*Mimosa Pseudoacacia*) which prevented any other natural vegetation to grow; gradually we have removed this plant (70%)and we have replaced it with a local plant the *Lycium*

At the Nissi Beach Resort extensive care and great attention was given while trying to preserve the natural sand dunes existing all along our beach .We are very proud of the fact that is one of the few hotels that it has preserved and revamped its natural sand dunes. Our initial target was to increase the population of the common, local sea lily. **The program started 5 years ago with the target to have this plant spread all over the sand dunes by planting over 500 seeds in November and replanting them in March with amazing results:**

A handsome lily like plant with broad bluish-green 'daffodil leaves and a head of white fragrant flowers.

Great effort was made in order to save and expand the rare endemic plant the *Euphorbia Paralias*. It is a fact that the target to save and expand this plant has been fully achieved and now you can see and enjoy this unique plant all over our sand dunes.

We have located over 15 wild, natural plants on our sand dunes. All were classified and appropriate care attention was given to preserve and expand their population. Name labels were placed for anybody to come and enjoy the magic and the uniqueness of our nature.

SEA LILY PROJECT/Sea Daffodil – *Pancreatum maritimum* ***July – October***

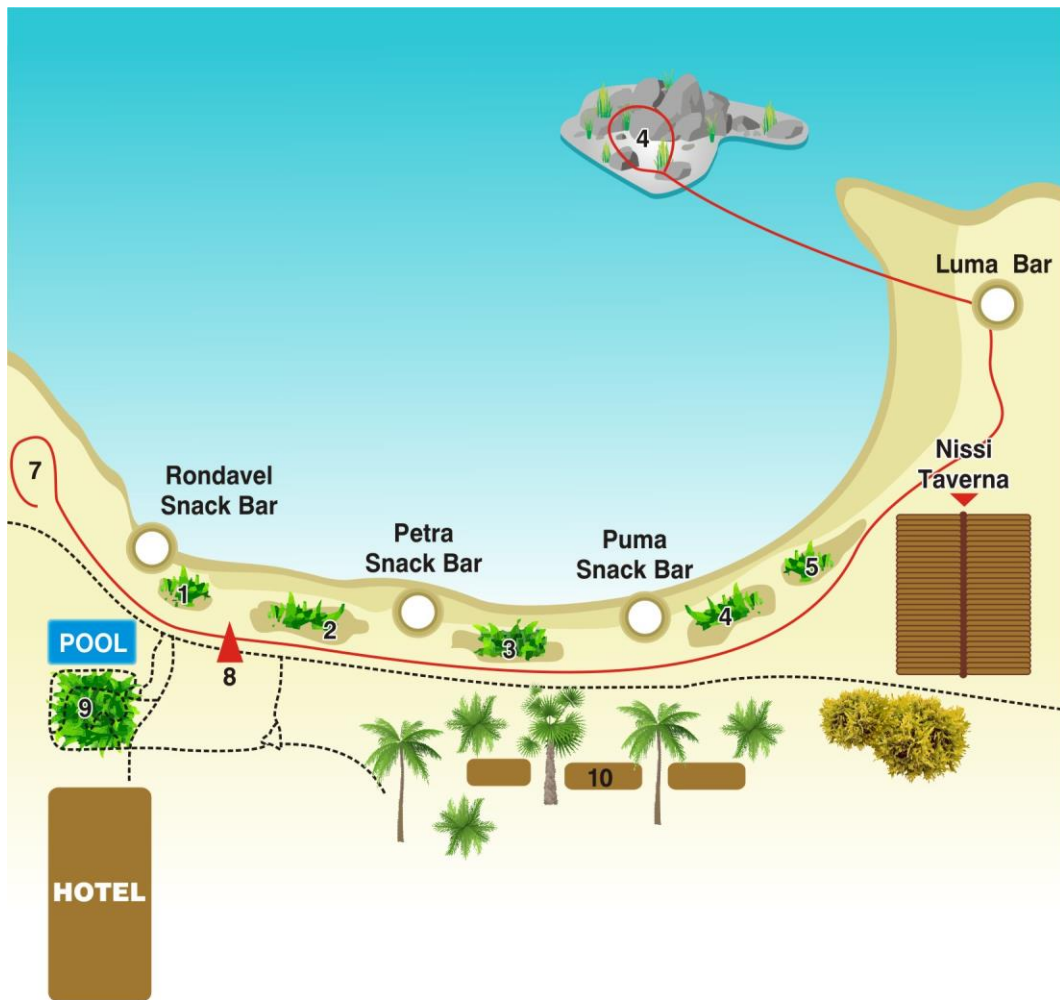
Theophrastus writes that the woolly hairs on the inside of the seed coat are used to weave felt shoes and other garments and that the seeds are edible



We have located over 20 wild plants on our unique sandunes; all were classified and appropriate care was taken to preserve tem; Labels were placed for you to stroll and discover yourself the magic and the uniqueness of nature if we take care of it;

Seaside Spurge – *Euphorbia paralias*
February – December

This spurge is a stiffly erect, blue green hairless plant, somewhat fleshy and branched at the base. Once injured or cut, the characteristic milky sap appears which is poisonous.



1-5 sand / dunes lots where native growth is preserved or even enhanced	9 Aromatic / Botanical Garden
6 Nissi island - a rocky exposure with unique vegetation type	10 Hotel Family Suites
7 Rocky seashore	— Proposed route, to visualize the contents of this leaflet
8 Interpretation facility	----- Hotel Paths

5.9 Labour and Human Rights

At Nissi Beach Resort 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.

Due to our excellent employment conditions and employee satisfaction the employee turnover for 2015 is the lowest in the industry 2% (number of employees left / total number of employees X 100 in a certain period i.e. a year). Our target is to maintain a 2% turnover for 2016 and 2017).

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

Employees	2013-234E	2014-236E	2015-235E	2016-237E
Male Employees	113	116	116	115
Female Employees	121	120	119	122
Local Staff	184	188	196	202
Other nationalities	50	48	39	35

Whilst we encourage non-discrimination, we employ a large number of local people, in order to support the local community where the Hotel operates. Our target for 2016 and 2017 is to employ at least 85% local staff.

The greatest asset of Nissi Beach resort is our employees and we invest heavily in their continuous training and development and the upgrading of their skills. Please find below the number of course programs and the hours of training per year.

Training Provided	2013	2014	2015	2016
External training (# of programs / hours)	190	1746	841	1549
On the job training (# of programs / hours)	69	80	82	86
Total training (# of programs / hours)	259	1826	923	1635
Training hours / employee	1,11	7,74	3,56	6,54

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. During 2014 a lot of training programs have taken place in the Kitchen for the upgrading of the skills and expertise of the Kitchen staff. Our target for 2017 is 7 hours training / employee.

We have also implemented a Health and Safety Management System in line with OHSAS 18001 and we strive to minimize the occupational health and safety incidents by reducing the lost days of work due to injuries. In 2015, even though we employ more than 200 employees, we had only 3 accidents and 287 hours lost due to injuries. Our aim is always zero accidents; however our target is less than 200 hours lost due to injuries in 2016.

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. During 2015 we organised more than 12 community and social activities. Our target for 2016 is to organize more than 15 community and social activities

Furthermore the hotel continued the policy of buying goods made/grown locally wherever possible in order to support local companies. The percentage of goods and services bought locally is 40% of the total purchases items and we aim to increase it 50%.

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, at the Environmental corner of the Hotel and providing information leaflets to all guests during check-in. Information about the local culture, customs and traditions is also given at the reception and is available in the guest rooms.

Our guests continue to trust Nissi Holiday Resort for their holidays and the percentage of repeaters is 30%, which shows clearly their satisfaction.

Following is the evaluation of the guest's questionnaires filled during breakfast time; the evaluation below is based on 2550 filled up questionnaires / period covered April till November 2015 & 2000 questionnaires filled up during 2014

	2014	Target	2015	Target	October
Gardens	95	95	94	95	94
Restaurant	90	88	89	90	89
Reception	88	88	89	90	89
Housekeeping	88	88	87	89	88
Maintenance	85	87	84	86	85
Kitchen	87	86	85	87	86
Bar Service	87	86	85.5	88	87
Pool	84	85	84	86	84
Beach bar food	83	85	81	85	82
Beach	83	83	81.5	83	82
Nissi Taverna	81	85	78	85	79 (78.56)
Health Club	79	85	76	80	77 (76.6)
Animation	79	80	77	80	77 (76.98)

The targets set for each department for 2014 have been evaluated:

Restaurant: For 2014 in addition to the target reviews done on the above targets I have to add the following: The Restaurant score of 89% is among the first three high scores from all the departments and has the same score with reception which is placed at the second position. Also the present grading results for the restaurant from March till the end of September are quite good and optimistic with the overall grading of the restaurant scoring over to 89% (guest satisfaction) which is the second highest score after the Gardens.

Kitchen: For 2014 rating results of 85% showed a very good guest satisfaction factor and this is due to the high quality of food offered to our guests. The Health & Safety factor plays a great role in the overall high guest satisfaction; all chemical and biological tests done throughout the year (except of 1-2 cases) showed no major problems apart from the ice machine of Luma (which was finally replaced by new one). The target of no food poisoning or no test results out of acceptable safety range have been totally achieved in 2014 and for 2015 (till end of September)

For 2014 guest satisfaction went up from 86 to 89 % inspite of the fact that the Russian market made up the 50%. For 2015 the score was reduced to 85% due to the high percentage of all inclusive (40%). However we have no complaints regarding the quality of food.

Housekeeping: For 2014 overall rating results reached 88% guest satisfaction; following the good supervision by the heads of the department plus the great effort and good work done by the rest of the housekeeping team good results have been achieved and we had a reduction in the guests complains related to the cleanliness in general. Results for 2015 till end of October were quite good and reached the 87% satisfaction level, a bit lower than last year ; unfortunately we do face occasionally this year the overbooking phenomenon which in a way drops the overall guest satisfaction level and the ratings in the Trip advisor.

Maintenance: For 2014 the rating result of 85% is quite good and is at the same level as last year. The majority of maintenance reports are done within 24 hours which is our year target. For 2015 results for maintenance are at the same level. Maintenance requests from guests are done more quickly and there is a continuous follow up from the Hotel Manager and the Chief Engineer.

Reception: The overall rating result for 2014 was 88%, which is among the highest 3 scores. Big effort and commitment has been shown by all the reception staff. Results for 2015 are at the moment a bit higher than the results of 2014 (89%).

5.10 General Comments

It has been discussed during the Departmental Heads meeting the new environmental law related to the beach which is the responsibility of the municipality; the evaluation and compliance of the laws has been analyzed by the Hotel Manager. Also during the last 2 Department Heads meetings all the awards granted to the hotel have been analyzed and discussed by the Hotel Manager; also all the targets set up have also been discussed and some ideas have been suggested that will be implemented soon.

As far as our commitment in improving our working relations and environmental issues with the local community, I have attached the summary community activity report, where all the activities are shown. (See attachment).

Great effort has been made also regarding our kitchen purchasing policy commitment and finally all our fresh produce purchases from local suppliers have exceeded 60% of the hotel purchases in fresh products.

Relating to our charity activities 80% of our commitment has been already completed.

The environmental program has been updated and revised for the years 2016-2017. Due to its environmental programm and the Hotel's Management initiatives the Hotel has been granted on various occasions environmental awards as listed below. All Nissi Beach staff has a good understanding of the targets and objectives set of the environmental programme. The actual consumptions are attached.

The hotel has on going communications for Environmental Aspects with all interested parties and the Environmental Management System is well implemented. The Management of the hotel is greatly involved with the CSTI Organization and participates in the board of the association. We have established on the 5th of June our environmental Beach/Sea clearing day with great success; In 2016 the beach cleaning was done in cooperation with Thomas Cook UK and the Ayia Napa high school on the 3rd of June.

The hotel has also been certified and awarded the certificate as a hotel **servicing Cyprus Breakfast** thus contributing to the wellbeing of the Cyprus society and helping our local community in general.

Many recognitions and awards have been given to the hotel such as the Travelife Gold award, Green Key and Green Beach award as well. In July 2014 the hotel has been awarded the most famous worldwide Tui Environmental Champion award due to the sustainability policy and good practices followed by the hotel.

A revised Risk Assessment study has been compiled by our consultants and a copy has been given to all the departments; In July 2016 the hotel has been awarded with the most famous worldwide Tui Environmental Champion award due to the sustainability and good practices followed by the hotel. Please find below our press release related to the recent awards granted to our resort.

NISSI BEACH RESORT SWEEPS THE BOARD WITH A HUGE ARRAY OF AWARDS

The deluxe four star Nissi Beach Resort has been awarded with a plethora of awards over the last 12 months by the most prominent travel industry organisations and tour operators.

With awards and accolades spanning the entire spectrum of hotel excellence – ranging from environmental standards to customer service excellence – the hotel once again sets the standard for deluxe accommodation and holidaying in Cyprus and Europe.

Some of the Awards included are:

GOLD AWARD from Travelife

This award is given to hotels achieving excellence in demonstrating advanced sustainability whilst also encouraging others to participate in seeking such continuing enhancement and dynamically communicating progress.

GREEN Key Award 2016

An award for demonstrating a significant reduction in the impact of the hotel on the environment and for actively assisting the local community and surrounding area in becoming eco-friendly.

GOLD AWARD from TUI 2014

An accolade reserved by one of the most respected and largest tour operators for only the finest hotels in their extensive global hotel range.

Quality Service Award 2015 from Thomas Cook UK

Probably one of the most important awards, since it is awarded upon the votes of hotel visitors based on actual experience in the resorts; granted to exclusive hotels with outstanding service standards.

2015 HALL OF FAME – TRIP ADVISOR CERTIFICATE OF EXCELLENCE:

Nissi Beach Resort recognised by customers as one of the very best in the business in the last 5 years.

CERTIFICATE OF EXCELLENCE: A world acknowledged reward from the renowned website Tripadvisor 2016. Again, a highly respected certificate because it is awarded based on voting by the clients' actual experiences. This is probably the most influential award deemed as the most accurate source by people in all five continents. This achievement is a direct result of the consistently great reviews from hotel guests.

Recommended on Holiday check 2016

Nissi Beach Resort is among the best rated hotels on HolidayCheck.

DIPLOMA AWARD from Biblioglobus

Awarded in recognition of excellence in both quality and service.

Gold Customers Choice Award

The Scandinavia Kuoni Nordic Operator rewarding those few hotels who surpass all expectations offering exceptional service and quality to customers. The Apollo customers have awarded the Nissi Beach Resort with highest scores in category 4 and 4+ star Hotels in 2014.

TUI Environmental Champion 2016

Granted only to those hotels demonstrating sustainability and green efforts for a better and healthier environment.

The Nissi Beach Resort is proud to be allied to such prominent associates who share our vision and commitment in pursuit of sustainable excellence in the hospitality industry.

More information on the Nissi Beach Resort may be found on: www.nissi-beach.com or
Tel. +357 23 721021

ADDITIONAL SUSTAINABILITY ACTIVITIES AT THE NISSI BEACH RESORT:

1. Heat /Motion detectors have been placed where feasible in public areas. This is an ongoing activity
2. New energy saving system has been installed in all the beach suites and bungalows and is very effective (since April 2016); It will be an ongoing program for all the resort
3. All the old external big lights have been replaced with led lights
4. All lamps replaced all over the complex with led technology lamps (tavern area/beach bungalows)
5. Eye detection water fountains have been placed in all public toilets.
6. We will incorporate the heat recovery – hot water produced by the chillers with the hot water produced with the solar panels – by July of this year) to reduce the petrol used to a minimum.
7. Also protecting the rare endemic plants and wildlife is an ongoing Sustainability commitment at the well preserved sand dunes of the Nissi Beach resort .
Our new environmental leaflet –Get closer to Nissi Beach Floral Treasures is ready as well the new Information Board on the beach are ready – see attachments

Nissi Beach Resort 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.