

nissi beach resort



SUSTAINABILITY REPORT 2017

Prepared by: Nicos Hadjicosteas, Hotel Manager

Date: 11/08/2018

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 14001:2015**. 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 2017 and 2018 (till June) are monitored and appropriate measures are taken.

The targets set on the Environmental Plan for 2017-2018 using as a baseline the realistic year of 2017.

- Reduce energy consumption by 3%
- Reduce water consumption by 2%
- 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.

	2015	2016	2017	2018(target)
Electricity (kWh)	1694170	1699890	1745311	686213(till June 2018)
Electricity (kWh/guest night)	18.34	17.58	17.49	16.82

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.

Actually for 2016 the results look better and in spite of the fact that there was a small increase of 5720 kwh the actual cost per guest night was better than the 2015 by .76 kwh/g due to a better occupancy in 2016 than 2015. During 2017 we had a further decrease of 0,5% due to the efforts of the staff and increased monitoring.

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

AREA DESCRIPTION

RUNNING LOADS PERCENTAGE

1. COOLING FROM MAIN CHILLERS (MB & GARDENS)	137,5 kw	33%
2. COOLING FROM SPLIT UNITS/SUITES	46,5	11%
3. LIGHTING	33KW	8%
4. EQUIPMENT / APPLIANCES	104/88	25/21%
FRIDGES (13%/HOODS / VENTILATION / WASHING MACHINES (9%))		

5. SERVICE AREAS / SERVERS AND STAND BY SYSTEMS

8.3 kw 2%

Daily average consumption in the resort is 10,000kwh /270 rooms Daily consumption per room is 37kwh per room per day. Cost wise: 37 kwh x 12 cent= 4.44 euros per room per day.

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-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 last 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 22-23 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.

	2015	2016	2017	2018(target)
Petrol (Lt)	313910	283798	240025	160673
Petrol (kWh/guest night)	3.4	2.93	2.42	3.94

Comparing 2015 to 2016 there is a decrease in consumption with a saving of 30112 liters of petrol or a 9.59% saving thus achieving the set up 5% target. In March 2016 we have replaced all the old underground petrol storage tanks and we had a big decrease in 2017 with a saving of 43773 liters of petrol or a decrease in consumption by 15%. In 2018 we expect an increase in the consumption due to increased demand from outlets.

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.

	2015	2016	2017	2018 (target)
Gas (Lt)	364058	567176	549073	210120
Gas (kWh/guest night)	3.94	5.76	5.50	5.15

During 2016 there was a substantial increase of 203,118 lit. (46%). More guests' nights plus the increased sales on the beach had an increase of a further 30%. In 2017 we had a 4,5% decrease in the consumption of gas compare to 2016 in spite of the fact that we had an increase of the sales on at the beach kiosks.

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.

	2015	2016	2017	2018 (target)
Electricity	1694170	1699890	1745311	686213
Petrol	313910	283798	240025	160673
Gas	364058	557176	549073	210120
Total Energy in kWh / guest night	25.68	26.27	25.51	25.90

Our baseline figure is 26kwh /guest for the above

5.5 Water Consumption

	2015	2016	2017	2018 (target)
Fresh Water (Tons)	28340	29112	30521	12970
Total Water / guest night	.30	.30	.31	.32
Recycled Water Only for Gardens	31000	27754	30405	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.

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. Comparing 2016 to 2015 we had an increase of 772 tons of water but we had 4379 more guests nights and the same increase for 2017 compare to 2016 again there was an increase of the total consumption of water but we had at the same time more guest nights -3074 which explains the increase.

	2015	2016	2017	2018 (target)
Maintenance Expenses	377114	463782	368310	
Garden Expenses	52202	57754	72035	

Also, maintenance expenses are greatly monitor by the chief engineer and approved by the management. There was an increase from 2015 to 2016 due to new equipment purchased in the maintenance but a decrease was made in 2017 and the expenses in 2017 and 2016 are comparable.

Based on the last 4 years consumptions we have created our baseline water figure which is 0.31 (2017 figures)

Analysis of 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: 2017:30521 tons of water

1. **ROOMS:**15261 tons OR 0.152 /GUEST - 52% TOTAL CONSUMPTION
2. **PUBLIC AREAS:**5189 tons (Kitchen, Bar, Spa): .05/guest or 17%
3. **POOLS** (PUBLIC SHOWERS, POOL, BAR): 1526 or .015/GUEST or 10%
4. **Beach Snack Bars:** 6409 tons or .06/guest or 21%

2017 - Daily water distribution in the hotel is as follows: Average 127 tons/day

Main building: 23 tons -

Garden rooms: 27 tons -

Suites /bungalows: 16 tons

Snack bars/Taverna on the beach: 26 tons or 21%

Pool and Pool Bar 13 Tones or 10%

Public Areas (Bar/spa/Kitchen 17 tons or 13 %

Daily water consumption for 2017: **127 tons per day**

RECOMMENDATIONS FOR IMPROVEMENTS:

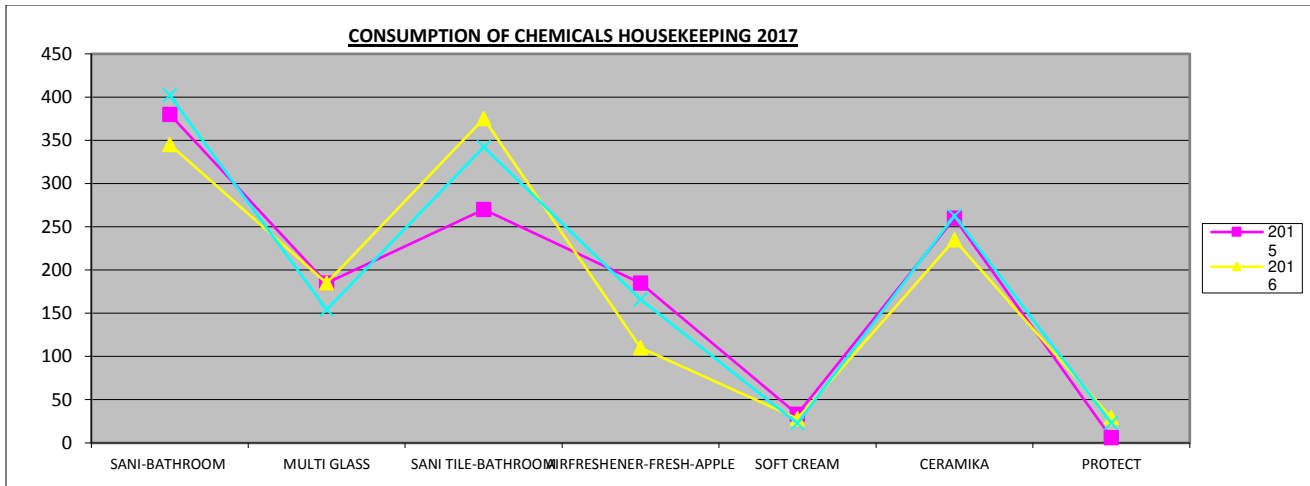
1. Chemical analysis of the recycle water /Legionella analysis is done twice a year
June/September plus the external showers
2. More close monitoring how to reduce consumption on the showers –beach-should close at 7pm
3. Better shower restrictors have been installed .

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.

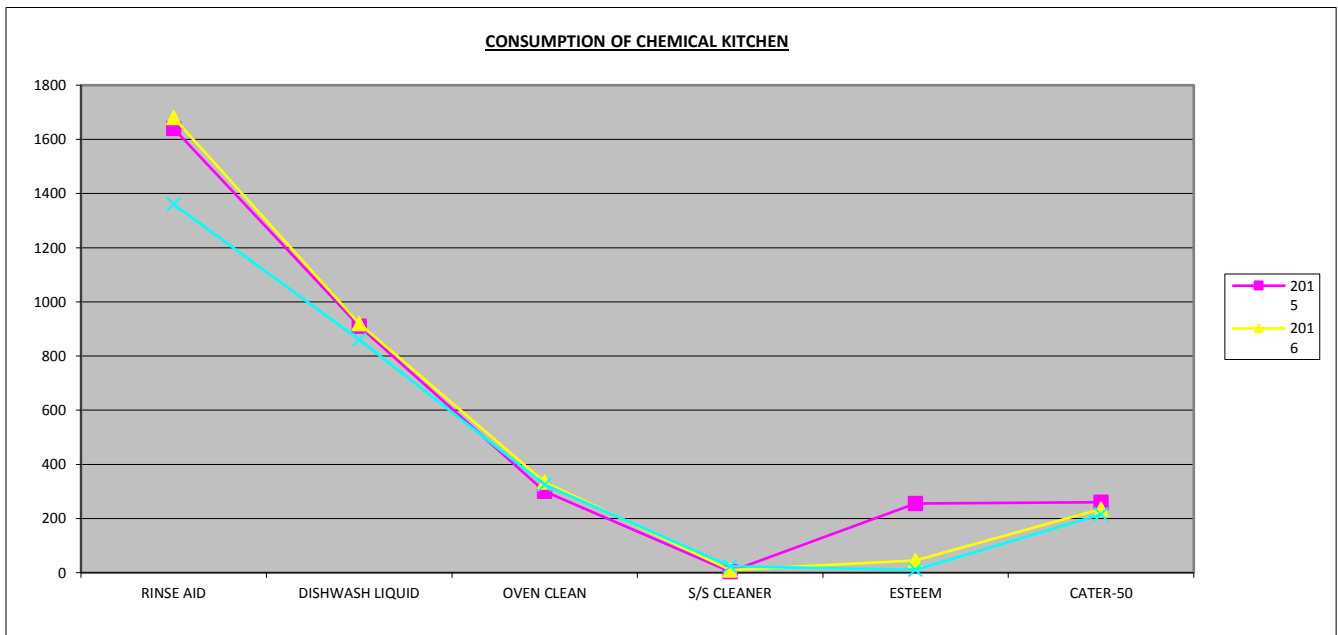
The consumption of chemicals by brand is attached.

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



	2015	2016	2017
SANI-BATHROOM	380	345	402
MULTI GLASS	185	185	154
SANI TILE-BATHROOM	270	375	342
AIRFRESHENER-FRESH-APPLE	185	110	166
SOFT CREAM	33	28	22.75
CERAMIKA	260	235	262.5
PROTECT	6	29	23

Kitchen

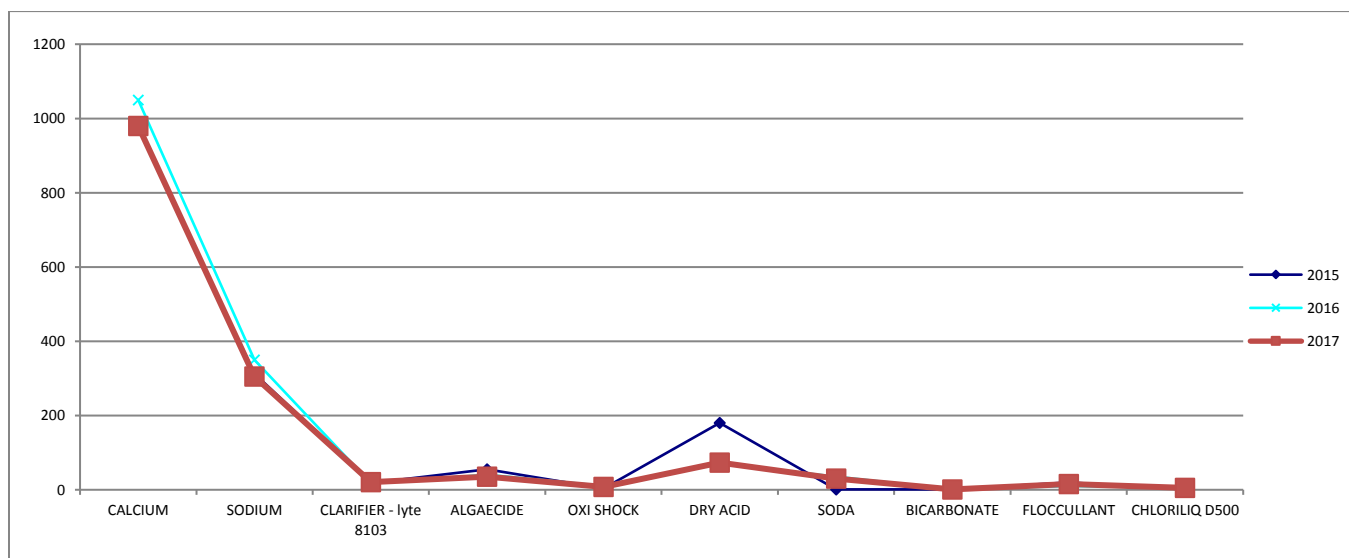


	2015	2016	2017
RINSE AID	1640	1680	1360
DISHWASH LIQUID	910	920	860
OVEN CLEAN	300	335	325
S/S CLEANER	4	10	23.5
ESTEEM	255	45	10.5
CATER-50	260	235	215

Related to the chemical consumption in the **Kitchen** a saving factor has been achieved but in some items there was an increase in consumption like the S/S Cleaner liquid.

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.

	2016	2017	2018
Maintenance expenses	377.114	463.782	368.310
Garden	52.202	57.754	72.035
Recycled water	0	7.919	0



	2015	2016	2017
CALCIUM	975	1050	980
SODIUM	313	350	305
CLARIFIER - lyte 8103	18	17	21
ALGAECIDE	55	40	35
OXI SHOCK	3	10	8
DRY ACID	180	70	73
SODA	1	35	30
BICARBONATE	1	1	1
FLOCCULLANT	20	10	15
CHLORILIQ D500	1	5	5

Related to the chemical consumption in the **Maintenance department**, maintenance costs were decreased by % and as well the chemical consumption cost was reduced ; many maintenance works were completed during 2017 and 2018 and the costs will be increased .

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

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 2017

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic	560	560	560	560	1400	1400	1400	1400	1400	1400	560	560	70560
Paper	150	200	200	200	400	400	400	400	400	400	200	210	21300
Glass	600	1200	1200	1800	1800	2400	2400	2400	2400	2400	1800	1200	48000

RECYCLING 2016

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Plastic	280	420	420	420	1120	1120	1120	1120	1120	1120	420	420	54600
Paper	150	200	200	200	200	400	400	400	400	400	200	200	21300
Glass	600	1200	1800	1800	2400	2400	2400	2400	2400	2400	1800	1200	45600

Other recycled items (hazardous)	Authorized Recycler	2015	2016	2017
Batteries	Afes Cyprus Ltd	42 kg	45 kg	48 kg
Ink / Toner	Telly Recycling	58 kg	19 kg	12 kg
Lamps	TESC Ltd	115 kg	98 kg	120 kg
Used oil	KAZ OIL	4270 ltr	2350 ltr	2380 ltr

5.8 The Sand Dunes Project: 2011-2018- ongoing 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 *Pancretium 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.

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 – Pancratium 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

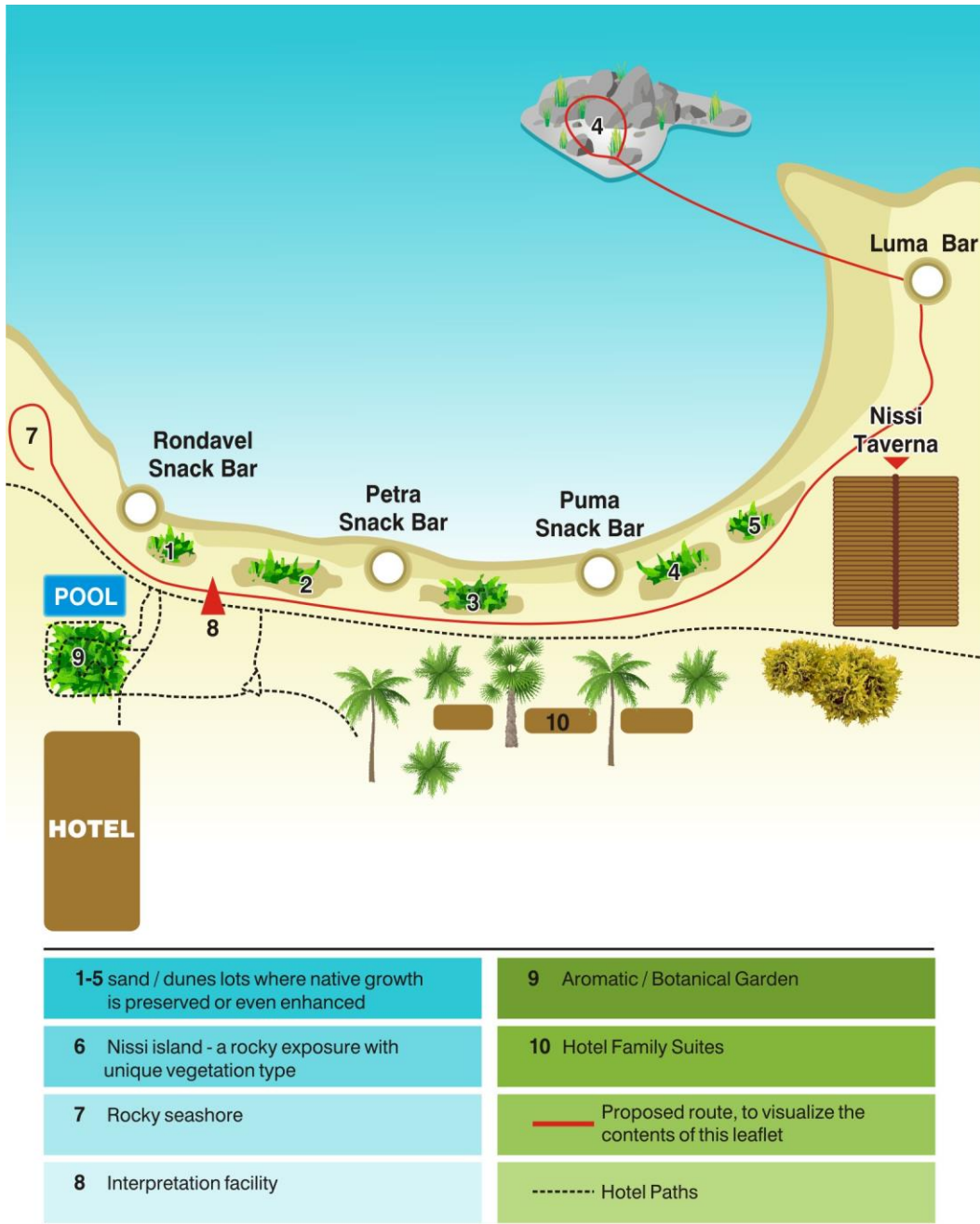


We have located over 20 wild plants on our unique sandunes; all were classified and appropriate care was taken to preserve them; Labels were placed for you to stroll and discover yourself the magic and the uniqueness of nature if we take care of it;

***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.





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 2017 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).

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

Training Provided	2015-190E	2016 2000E	2017-211E-oct
Male Employees	82	85	109
Female Employees	93	95	102
Local Staff	125	132	169
Other nationalities	50	48	42

Whilst we encourage non-discrimination, we employee a large number of local people, in order to support the local community where the Hotel operates.

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	2015	2016	2017
External training (# of programs / hours)	841	1549	619
On the job training (# of programs / hours)	62	56	163

An effort is made to offer training to all staff members and to cover the training needs of all employees.

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 2017, even though we employee 211 employees, we had only 4 days lost due to injuries.

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. The percentage of goods and services bought locally is 40% of the total purchases item and we aim to increase it 50%.

Refer to the social activity report attached for 2017-2018

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

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	2015	2016	Target 2017	2017-Actual	2018-july
Gardens	94	94	95	93	92.35
Restaurant	89	89	90	87	87
Reception	89	89	90	88	88
Housekeeping	87	88	88	88	87
Maintenance	84	85	86	84	82
Kitchen	85	86	86	89	85.42
Bar Service	85.5	87	88	87	85
Pool	84	84	85	84	83.33
Beach bar food	81	82	85	82	80.42
Beach	81.5	82	83	83	83
Nissi Taverna	78	79 (78.56)	80	80	78.45
Health Club	76	77 (76.6)	80	77	76.28
Animation	77	77 (76.98)	80	80	77.13

The targets set for each department for 2017 have been evaluated:

The winner for the last 4 consecutive years is of course the Garden Department (93%)! Restaurant:

The results for the restaurant the last 4 years were quite steady with a small decrease in 2017. It was in our plans to hire a restaurant manager and this was done in March 2018; March till the end of September are quite good and optimistic with the overall grading of the restaurant scoring to 87% (guest satisfaction) which is among the highest scores.

Kitchen: For 2017 rating results of 89% (the highest score after the gardens) 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 minor issues with the cutting boards of luma the target of no food poisoning or no test results out of acceptable safety range have been totally achieved during the last 4 years.

The important issue is that there are no guests complaints regarding the quality of the food.

Housekeeping: For 2017 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 2018 till end of July were quite good and reached the 87% satisfaction level.

Maintenance: For 2015 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 2016 AND 2017 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 2015 was 88%, which is among the highest 3 scores. Big effort and commitment has been shown by all the reception staff. Results for 2016 and 2017 the actual results of (89%) is quite satisfying.

A revised Risk Assessment study has been compiled by our consultants and a copy has been given to all the departments;

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 program 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 **serving 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 2017 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:

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 2018

An accolade 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 2017

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 2017 from TUI 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.

2017 ALL 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 2017

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 2017.

TUI Environmental Champion 2018

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

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. All the external lighting system will be revamped by September 2018
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. There is also a new CCTV system in operation in all the sensitive areas of the hotel for the security of our guests in line with the new GDPR legislation.
8. Reduce the plastic use in the complex in general with the target of reducing the use of plastic items by over 75% by the year 2019.

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. 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