

## Sustainability Actions 2019 -2020

Whilst we strive to enhance the quality of our guests' stay and for them to take home memorable experiences, we do all that with respect to the local environment and by managing our environmental impact on the local community in which we operate. We are committed to measuring and managing the impact by:

- Implementing sound environmental practices in the operation of our hotel
- 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
- Engaging **our customers, employees, suppliers**, and contractors in our efforts to protect the environment
- Providing the **ongoing training** and resources required to meet our objectives
- Communicating our policies, practices and programs to all our stakeholders. Social responsibility issues have always played a major role in the decision-making process at the Nissi Beach Resort. We buy local, we employ local, and we promote local traditions and history through our services and other hotel activities. We are members and actively support two local charity organisations, namely 'Melathro Agoniston' and Kema'. We are members of the Cyprus Sustainable Tourism Initiative (CSTI), as well as the Cyprus Employers and Industrialists federation, and we also established the 'Cat Care Project'.

The environmental program was updated covering additional social issues. Firstly, the guest donation program is up and running and three different charity

organisations benefitted this year. The hotel continues to ensure the welfare of the stray cats in the area and on the hotel grounds. The environmental program and the Hotel management initiatives have been awarded on various occasions with prestigious awards, such as “Tui Environmental Champion 2020”, which gives the hotel a competitive advantage against the competition in the Central European market. The hotel staff has a good understanding of the targets and objectives of the program after thorough training has been given.

Some of the initiatives implemented include an **upgraded lighting system**- we use **only Led** lighting when light replacement takes place.

- **Installation of electricity meters in all various outlets** in order to see where energy can be saved
- **The installation of new equipment is based** on electricity and energy saving factors
- New chillers with inverter compressors and energy saving refrigerant (main building & Garden Rooms)
- New a/c split units with inverter compressors in all Beach Bungalows
- New dishwashers with energy saving features in the Taverna Nissi and Isola Beach Bar
- New more energy efficient bain-maries in various service areas
- A new automatic, corridor **cleaning machine** has been purchased in order to save on manpower hours and to reduce noise levels.
- Purchase of a special **disinfection steam machine** (produces steam at 190 degrees) for the Covid-19 pandemic for the daily disinfection of lobby furniture thus contributing to the reduction of chemical usage
- **Composting** of all tree trimmings; All grass, leaves and dry flowers are compacted in the organic composter next to the garbage collection area
- A new environmental leaflet –exploring the floral treasures of Nissi Beach resort is ready
- A rewritten environmental letter is given to all guests on arrival
- ongoing training of personnel in sustainability matters
- plastic initiative – reducing use of plastic in general throughout the complex/ paper straws / paper
- glass or reusable ones. All one-use plastic containers have been replaced by paper ones
- A weekly ‘Children garden walk’ arranged by our Animation Team

- Special sustainable activities go on a yearly basis like the recent beach/sea cleaning and a Blood Donation Day carried out by our hotel staff and our guests (September 2020).

#### **Our future plans include:**

- Expansion of our waste recycling program with the inclusion of an organic waste stream. We are participating in a new program, which is run by the local authorities
- An increased effort to ensure a 5% waste reduction through closer monitoring of waste production and disposal
- Raise staff and guest awareness on social and environmental issues through training and social activities
- Continue and reinforce the implementation of our integrated management system with the resort's mission in focus, i.e. to delight our guests with personalized and hospitable service given by inspired and engaged professional to ensure memorable all-year round holiday experiences.
- The hotel is participating in many environmental initiatives such a 'Make Holiday Greener 2019' and

The hotel is participating in many environmental initiatives such a 'Make Holiday Greener 2019' and "Cyprus Breakfast Initiative". Moreover, we are taking part as a sample hotel on the new project in AYIA NAPA FOR REDUCING PLASTIC USAGE (the project is carried out by the CSTI now)

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