

## Sustainability Action Plan 2021-2022 – Nissi Beach Resort

Whilst we strive to enhance the quality of our guests' stay and create memorable experiences, this is all done with respect to the local environment. Moreover, 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 the operation of our resort
- 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 when making decisions 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 organizations, 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 have an own 'Cat Care Project'.

The sustainability report was updated covering additional social issues. Firstly, the guest donation program is up and running. Three charity organisations were supported this year via this aforementioned donation initiative. The resort continues the welfare of the cats in the resort area and on the resort grounds. The sustainability report and the hotel management initiatives have been awarded, on various occasions, with prestigious awards such as the "Tui Environmental Champion 2020". This gives the resort a competitive advantage against the competition in the Central European market. Also in August 2022, we were awarded the Gold Environmental Award from the Cyprus Centre for Environmental Research & Education.

Some of the initiatives implemented include upgrading a lighting system-use only Led lighting when light replacement takes place. A master plan is under way for the placement of photovoltaic panels.

- electricity meters in all various outlets installed in order to see where energy can be saved.
- new equipment installed 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 Taverna Nissi and Isola Beach Bar.

- bain-marie at service areas have been upgraded with new more energy efficient ones.
- purchase of an automatic corridor cleaning machine in order to save on manpower hours and noise levels.
- purchase of a special disinfection steam machine (produces steam at 190 degrees) during the Covid-19 pandemic for the daily disinfection of the lobby furniture thus contributing to the reduction in the use of chemicals.
- we are very positive towards composting/compacting: All our paper boxes are compacted in the compactor located next to the garbage area. During the winter months, we hire an external tree composting company and all our tree cuttings etc. are composted. During summer months, all our tree trimmings are sent to the green point of the Ayia Napa Municipality .
- our new environmental leaflet – “Exploring the floral treasures of Nissi Beach Resort” is in circulation.
- an updated environmental letter is given to all guests upon arrival.
- ongoing personnel training.
- 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. Also, the ‘Children’s Garden Walk’ is arranged on a weekly basis by our Animation Team.
- Various sustainable activities take place on an annual basis such as a beach/sea cleaning day and our Blood Donation Day visited by hotel staff and our guests (16<sup>th</sup> October 2021).

Our future plans include:

- Switch to renewable energy programs by joining the circular economy (new Economic Sustainability Development scheme) by installing photovoltaic panels in 2023; thermal insulation of the main building roof, and an upgrade of the main maintenance plantroom will be implemented in 2023 and 2024.
- An increased effort to ensure a 5% waste reduction through closer monitoring of our waste production and disposal (ensuring a more careful recycling program).
- Raise staff and guest awareness on social and environmental issues through training staff and social activities.
- Continue and reinforce the implementation of our integrated management system prioritising Nissi Beach Resort’s mission, which is to delight our guests with personalised, hospitable and noble service, orchestrated by inspired and engaged professionals, staging memorable all year holiday experiences.

The hotel is participating in many environmental initiatives such as ‘Cyprus Breakfast Initiative’, as well as taking part as a sample hotel on the new project in AYIA NAPA FOR REDUCING PLASTIC (the project is supported by the CSTI).

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