

Sustainability in Action Report 2016

May 2017

1. Introduction to Sustainability in action

1.1. The Napa Plaza hotel

The Napa Plaza Hotel was built in 1989 in the lively centre of Ayia Napa, adjacent to the medieval monastery by the Siakkas family. It has attracted thousands of tourists who appreciated the high standards, the friendly service and of course the convenient location in the heart of Ayia Napa. In 2004 the popular Napia Star departs, to leave its place to an elegant, modern new, the Napa Plaza. The ownership was committed to leverage the position of the hotel, while meeting with the new requirements of our times and the hospitality industry. Everything was reconstructed and re-designed. The objective was the re-birth of an ultra modern facility, for people looking for exceptionally high standards. The central idea of the architects was to give a hotel a distinct Mediterranean feel with a specific heritage, that is contemporary, chic and comfortable.

Our guests can enjoy relaxing moments in one of 221 well styled rooms. All rooms surround the open air atrium with the lagoon style pool and majestic palm trees decorated in modern yet relaxing tones.

The hotel is 7 minutes walk from the beach and it offers a swimming pool with sun loungers and several food and beverage outlets which include the Cloisters restaurant, the Sale e Pepe with Italian dishes, the Platia Meze Restaurant prepares dishes from the creative Greek - Cypriot cuisine, the Wasabi sushi bar, the Café Central, the Pepper bar and the Ritual Lounge Soma.

Other facilities include an indoor swimming pool, a gym, a Spa and a conference room.

1.2. Our sustainability management system

Napa Plaza hotel implements for more than ten years a certified management system based on ISO 9001 for quality management, ISO 22000 for food safety and includes environmental and occupational health and safety aspects. Since 2014 the management system covers sustainability management system following ISO 14001 and Travelife requirements. The system helps the hotel to identify its environmental impact and sustainability aspects, define policies, set targets, implement programs and actions, measure and improve sustainability performance, involve employees, partners, clients, the local community and other stakeholders.

1.3. Our policies

1.3.1. Quality Policy

Napa Plaza Hotel is committed in operating and upgrading a quality management system based on ISO 9001:2008, to continually improve its services and the working environment in order to obtain the maximum level of quality required to satisfy its guests' requirements and meet their expectations. The effectiveness of our services and guest satisfaction is monitored through the analysis and management of guest questionnaires, Tour Operator's questionnaire, customers' complaints and staff discussions.

1.3.2. Environmental Policy

Napa Plaza hotel is committed in reducing the environmental impact of its operations, using sustainability for its every day operation implementing relevant legislation, and promoting an environmental culture.

We recognise that the environmental protection is everybody's business for the benefit of our employees, guests, the local community, our country and the planet. The hotel works towards that by setting environmental targets and actions for reducing its environmental impact, training its employees, supporting the local community and involving its guests.

1.3.3. Employee Policy

Napa Plaza hotel is committed in respecting, developing and providing opportunities to its employees. In addition, their welfare, health and safety are of great importance. The hotel treats fairly and with respect all its employees irrespective of their sexuality, gender, age, ethnicity, religion or disability.

The management of the Napa plaza hotel will provide all employees the opportunity of the training and equipment needed to perform their daily tasks according to the set standards on which they will evaluate their merits and given equal opportunities for advancement

1.3.4. Community Policy

Napa Plaza hotel, as part of its social corporate responsibility, is liable to support the local community, its organizations and its people for implementing legislation, protecting the environment, promoting local culture, supporting local events, providing support and assisting people in need.

1.3.5. Human Rights Policy

Napa Plaza hotel respects International human rights principles aimed at promoting and protecting human rights defined the United Nations Declaration of Human Rights and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work. The Management of the hotel is against any form of illegal employment, child labor, forced and compulsory labor.

The hotel does not tolerate child exploitation and abuse and such actions will be reported to the police authorities. Furthermore local authorities and children's right groups will be informed for all suspicious activities regarding children whether by

employees, guests or other people. The hotel works to reduce the possibility of child exploitation and abuse associated with its services and trains its employees on their obligations. The hotel will not knowingly employ or engage - directly or indirectly - anyone who poses an unacceptable risk to children.

1.3.6. Health and Safety Policy

Napa Plaza hotel has set as its scope to assess and manage occupational health and safety hazards from hotel operations in order to continually reduce the risk of employees, guests and other third parties to accidents, work related illnesses and incidents. Our aim is to improve health and safety performance, implement legal responsibilities and specifications set by tour operators and the fulfillment of obligations from employees, clients and suppliers.

2. Environmental impact

The hotel has divided its environmental impact in major and minor.

Major

- Use of energy
- Use of water
- Solid waste

Minor

- Use of chemicals
- Water evaporation and leaks at swimming pool
- Chemical leaks
- Boiler emissions
- Noise pollution

3. Implemented sustainability measures

- 3.1. Certified to a quality management system based on ISO 9001 which is continually improved and updated.
- 3.2. Implements a certified food safety management system and an occupational Health & Safety system.
- 3.3. Sustainability report, policies and other relevant information is easily accessible to the public through the hotel's website.
- 3.4. Recycling points throughout the hotel (paper, PMD, glass).
- 3.5. All departments participate at the REduce, REuse and REcycle program.
- 3.6. The hotel collects and recycles: paper, PMD, glass, batteries, ink cartridges, cooking oil, lamps, electric and electronic appliances, plastic, wood, metals, gardening waste.
- 3.7. Central recycling areas for paper, PMD and glass. These are removed twice a week.
- 3.8. PV panels for swimming pool water pumps were installed.
- 3.9. 63 rooms with sound proof and thermal proof windows.
- 3.10. LED and economic lamps covering 37% of guest rooms and 65% of public areas.
- 3.11. Sensors, timing devices and signs to switch off lights when not needed were installed.
- 3.12. Energy efficient electrical equipment (A+, A++) is purchased.
- 3.13. Instructions and signs are available in order to save energy and water.
- 3.14. Air conditioning system is centrally operated.
- 3.15. Guest rooms are equipped with devices for automatically switching off electricity.
- 3.16. Internal swimming pool no longer heated.
- 3.17. Hot water is warmed between 52-55 °C.
- 3.18. In guest rooms baths are replaced by showers.
- 3.19. Flow of water at guest rooms within Travelife specifications.

- 3.20. Water taps with water reducer.
- 3.21. Water saving system for garden irrigation.
- 3.22. The hotel does not use any banned refrigerants. In total there are 156kg of R404A &C, R410A, R407C and R134A.
- 3.23. Air conditioners and refrigerators are inspected and maintained by authorized external technician.
- 3.24. Water flow in guest and public areas is less than 5ltr/min for basins and less than 10ltr/min for showers.
- 3.25. Water, electricity, LPG and diesel consumptions are measured and documented.
- 3.26. The hotel contributes to the local community (blood donation event, collaboration with Apostolos Pavlos school for people with special needs, S.O.S. animal shelter, Apostolos Varnavas school for the blind, local church).
- 3.27. Comments, suggestions and complaints received by guests are always welcome and are discussed at the management team meetings.
- 3.28. The hotel's policies is to purchase material and services from local suppliers. Many food material like pasta, flour, meat, fish, cheese, fruits and vegetables are supplied by companies and growers in our area.
- 3.29. Napa Plaza respects and implements labour legislation and provides advancement opportunities to its personnel.
- 3.30. Frequently seminars are organized in all departments, personnel participate at open seminars and department meetings take place at least once a month.
- 3.31. All new employees attend an induction training which includes sections in all aspects of sustainability, health & safety, professional appearance and customer service.
- 3.32. 80% of employees have received professional certification under the national professional certification scheme of Cyprus.
- 3.33. It provides a discount card to employees with significant benefits.

4. Objectives and targets (2015-2016)

All objectives and targets were achieved as described below:

- Give emphasis in REducing, Reusing and REcycling ✓
- Reduce solid waste by 25% by introducing a holistic recycling program, improved planning in food preparation and the use of larger packages wherever possible ✓
- Reduce total energy consumption by 5%. Replace light bulbs with LED in guest rooms, offices and public areas, replace some of the balcony doors and using PV Panels at the swimming pool ✓
- Reduce total water consumption by 3%. This will be achieved by introducing a towel reuse program, training our employees on save water concept and frequently monitor water leaks. ✓
- Reduce the use of hazardous chemicals by replacing them with biodegradable chemicals or natural substances
- Organize activities that promote our Social Corporate Responsibility by involving employees, guests and local NGO's ✓
- Inform our guests about the environmental measures implemented by the hotel ✓
- Provide support to local NGO's and schools ✓
- Increase the variety of local dishes served at the hotel ✓

5. Objectives and targets (2017)

The objectives and targets for 2017 are the following:

- Further promote Reducing, Reusing and Recycling.
- Reduce solid waste by 10% compared to 2016 by introducing a holistic recycling program, improved planning in food preparation and the use of larger packages wherever possible.
- Reduce total energy consumption by 3%. Replace light bulbs with LED in guest rooms, offices and public areas.
- Reduce total water consumption by 3%. This will be achieved by introducing a towel reuse program, training our employees on save water concept and frequently monitor water leaks.
- Organize activities that promote our Social Corporate Responsibility by involving employees, guests and local NGO's.
- Inform our guests about the environmental measures implemented by the hotel
- Provide support to local NGO's and schools.
- Increase the variety of local dishes served at the hotel. Introduce Cyprus breakfast

6. Energy consumption and assessment

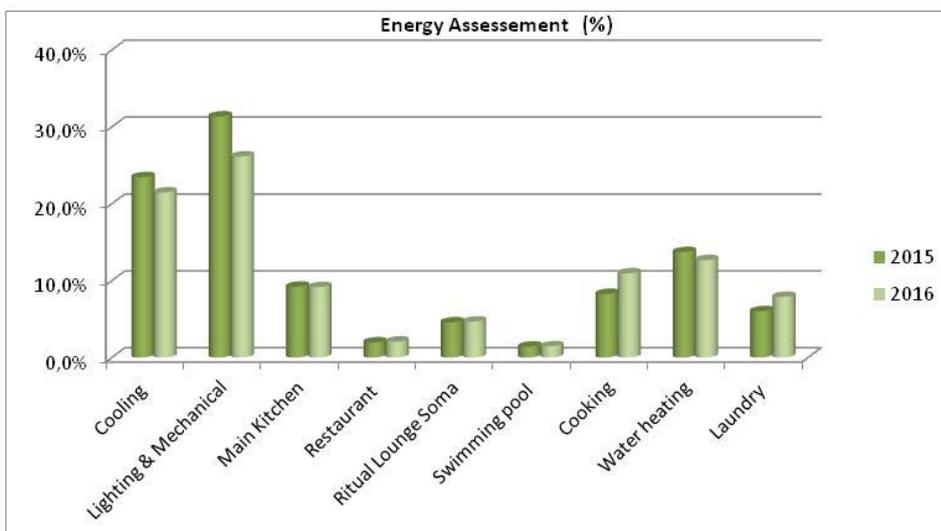
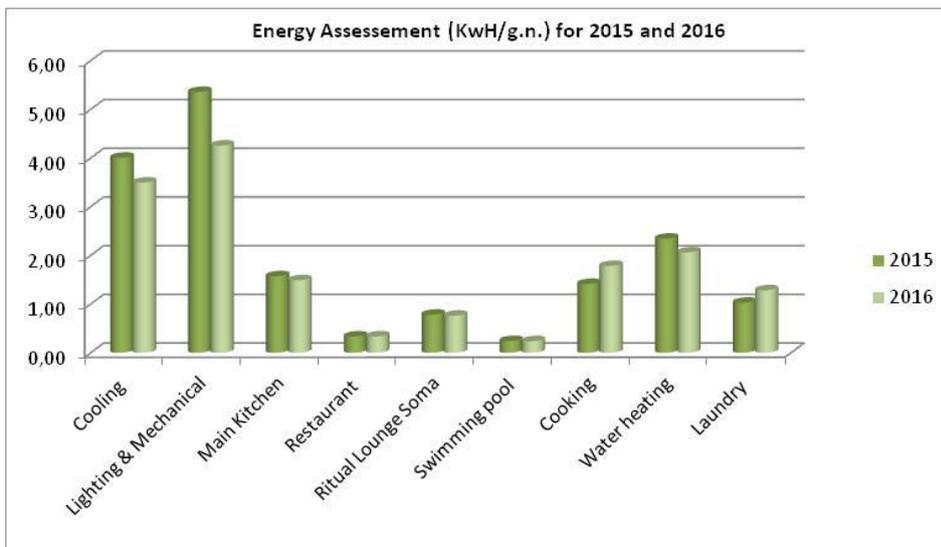
The hotel uses four forms of energy: electricity, LPG, diesel and solar energy. Electricity is used for lighting, building cooling, refrigerating, mechanical and electrical equipment. LPG is used for cooking and laundry. Diesel is used for water heating and solar energy is used for swimming pool pumps.

Year	Energy Consumption*	
	KwH	KwH/g.n.
2015	1.285.422	17,09
2016	1.332.097	16,29
Difference	3,6%	-4,7%

*Does not include Solar energy



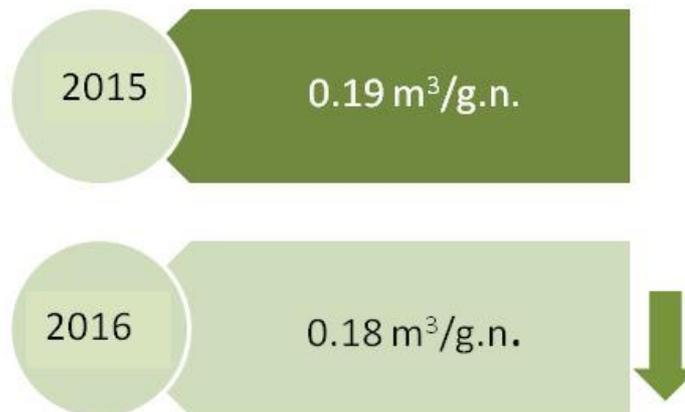
Energy Assessment				
Energy Use	2015		2016	
	KwH/g.n	%	KwH/g.n	%
Cooling	4,01	23,4%	3,50	21,5%
Lighting & Mechanical	5,36	31,4%	4,26	26,1%
Main Kitchen	1,57	9,2%	1,49	9,2%
Restaurant	0,34	2,0%	0,34	2,1%
Ritual Lounge Soma	0,78	4,6%	0,76	4,7%
Swimming pool	0,24	1,4%	0,24	1,5%
Cooking	1,41	8,3%	1,78	11,0%
Water heating	2,35	13,7%	2,06	12,7%
Laundry	1,03	6,0%	1,29	7,9%



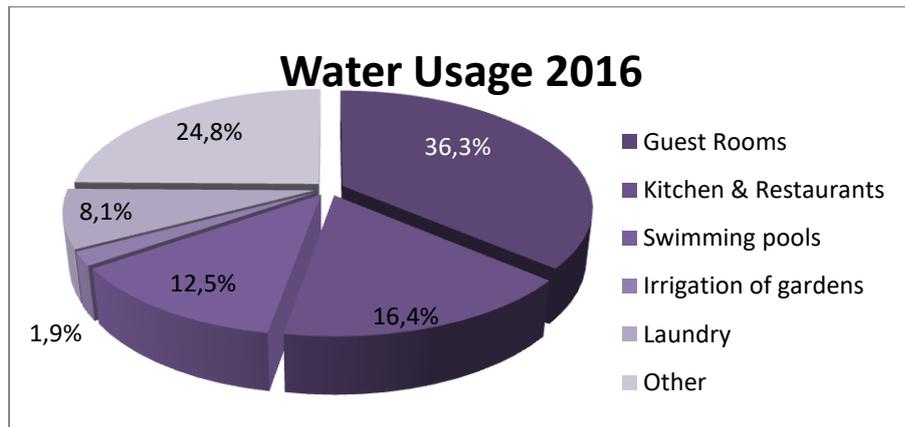
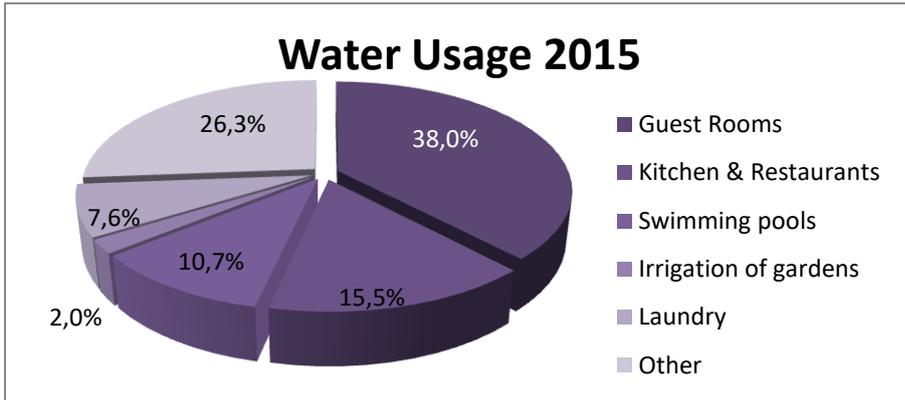
7. Water consumption and assessment

The hotel uses two sources of water: potable water – Municipality waterboard and recyclable water – sewerage board. Potable water is used for hygiene, drinking, cooking, cleaning facilities, laundering and swimming pools. Recyclable water is used for irrigation.

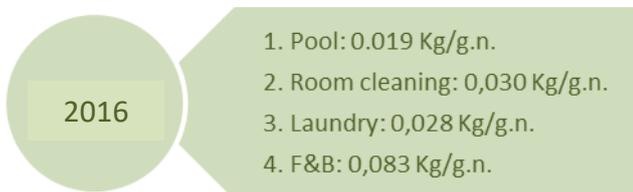
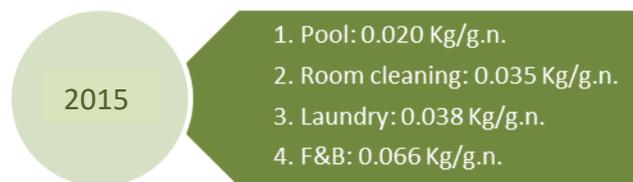
Year	Water Consumption	
	m ³	m ³ /g.n.
2015	14.480	0,19
2016	14.603	0,18
Difference	0,8%	-7,2%



Water Assessment				
Water Usage	2015		2016	
	m ³ /g.n.	%	m ³ /g.n.	%
Guest Rooms	0,07	38,0%	0,06	36,3%
Kitchen & Restaurants	0,03	15,5%	0,03	16,4%
Swimming pools	0,02	10,7%	0,02	12,5%
Irrigation of gardens	0,00	2,0%	0,00	1,9%
Laundry	0,01	7,6%	0,01	8,1%
Other	0,05	26,3%	0,04	24,8%
Total:	0,19		0,18	



8. Use of Chemicals

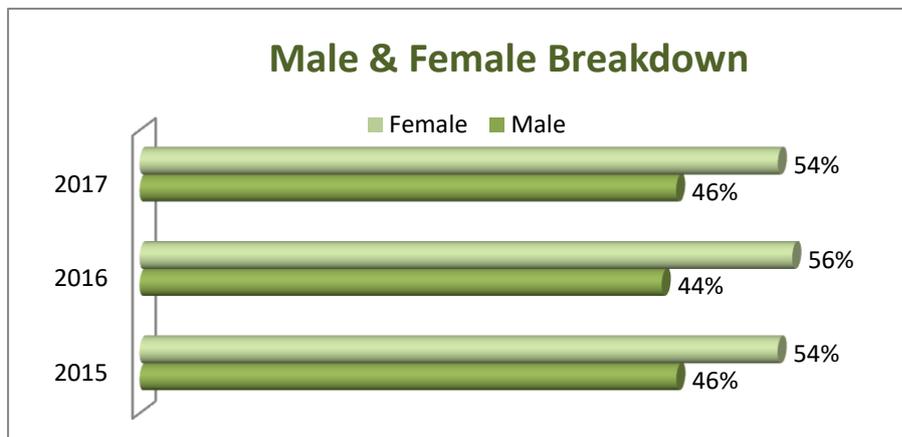


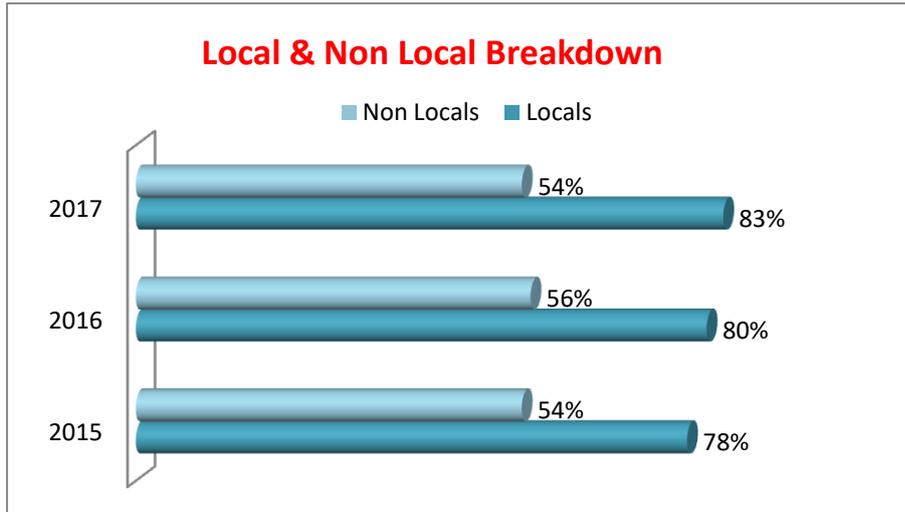
9. Waste management



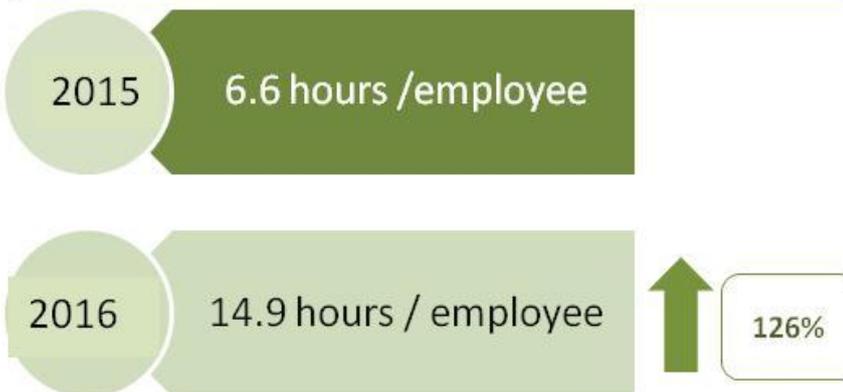
10. Labour and human rights

Year	Men	Women	Locals	Non Locals
2015	46%	54%	78%	22%
2016	44%	56%	80%	20%
2017	46%	54%	83%	17%

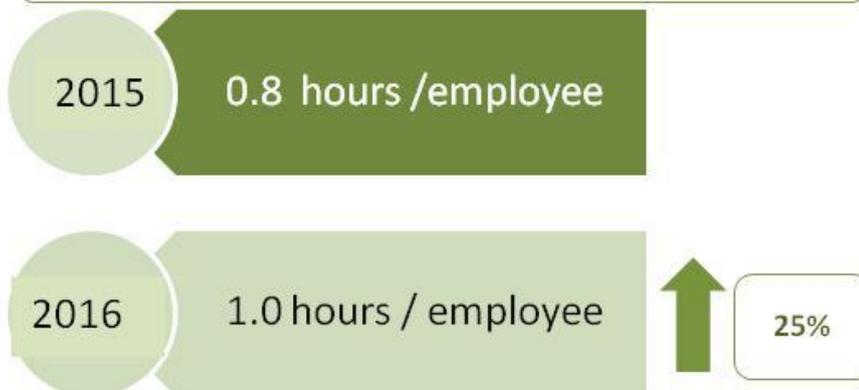




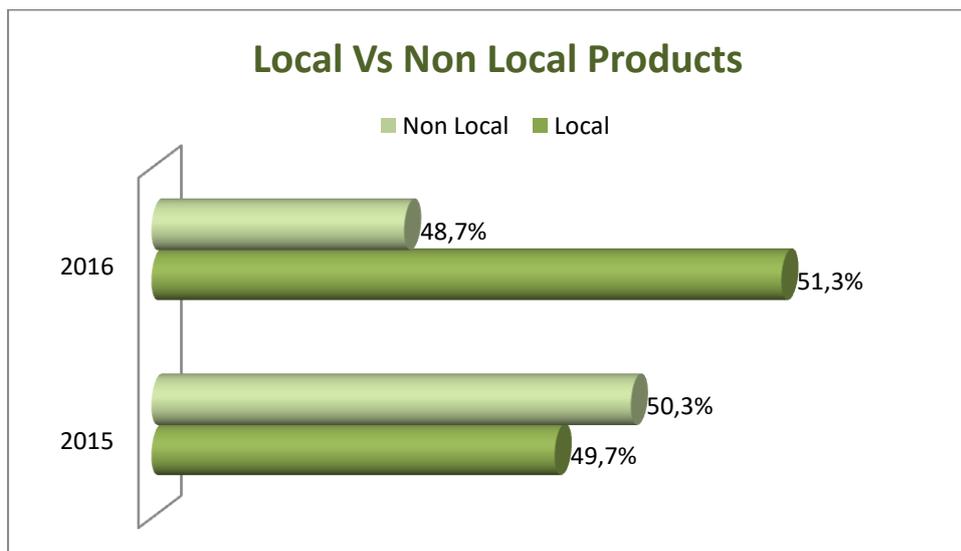
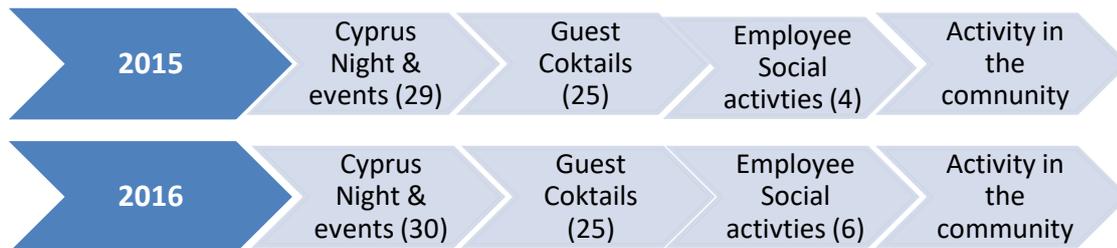
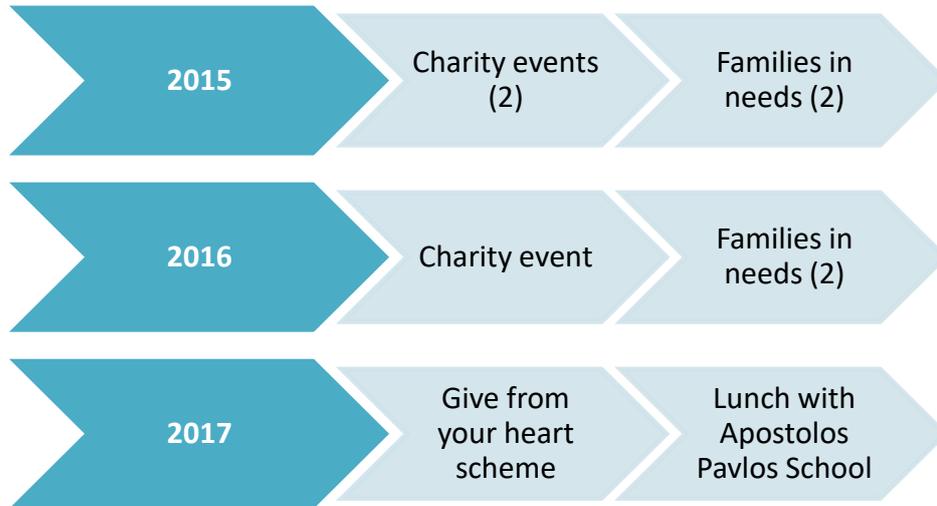
Employee Training

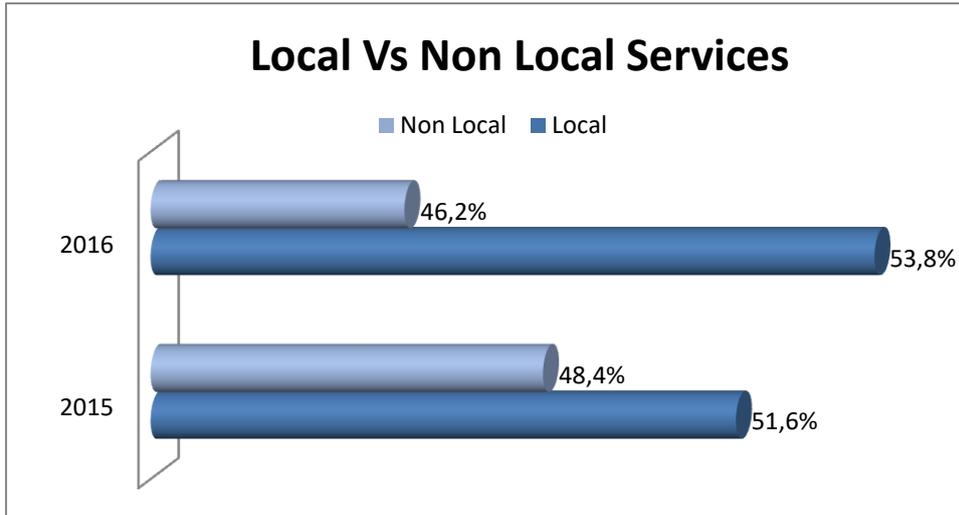


Sustainability Training



11. Support to local community





12. Involving our clients

- Active in recycling
- Encouraged to use public transport more
- Contributing in the Give from your heart scheme
- Participating in emergency training

13. Listening to our guests feedback

- Added mats on sunbeds
- Installed magnetic locks at guest rooms
- Prepared a Cat shelter
- Introduced a Cat adoption program
- Provided free wifi in all areas