

## Sustainability in Action Report 2017-2018

May 2019

### 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 life circle of the popular Napia Star ends, and a new era begins with the elegant, modern new, the Napa Plaza Hotel. The ownership was committed to leverage the position of the hotel, while meeting with the new requirements of our times and the hospitality industry. Almost all facilities were 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 to the hotel a distinct Mediterranean feel with a specific heritage, that is contemporary, chic and comfortable.

Our guests can enjoy relaxing moments in one of 224 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 9001:2015 for quality management, ISO 22000:2005 for food safety which also 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 9001:2015, 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 recognize 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.

Our main actions and targets include:

**REduce**

**REuse**

**REcycle**

- Reduce our waste by
  - ◆ Improving our planning for purchases and food production
  - ◆ Using bulk and large quantities wherever possible
  - ◆ Implementing a hotel wide solid waste recycling system

Energy consumption and efficiency

- Reduce electricity consumption by
  - ◆ Installing energy efficient lamps in guest rooms, back office areas and public areas;
  - ◆ Installing energy efficient sliding doors to guest rooms;
  - ◆ Installing photovoltaic panels to swimming pool pumps;
  - ◆ Installing main ethuert chilling units

Water consumption and efficiency

- Reduce water consumption by
  - ◆ Communicating our guests to support our towel reduce programme
  - ◆ Training our employees to save water
  - ◆ Implementing a water leakage monitoring programme
- Reduce the use of harmful chemicals by
  - ◆ Replacing with biodegradable or natural alternatives

### 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 training in the equipment needed to perform their daily tasks according to the set standards. They will be evaluated based in their merits and will be 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 by 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.

In our hotel we are committed in implementing human rights both for our employees and guests. We treat our employees and guests with dignity, fairness and respect and without any discrimination. In addition, we enforce the GDPR regulation of the European Union.

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 9001:2015 which is continually improved and updated.

- 3.2. Operating a certified food safety management system and an occupational health & safety management system.
- 3.3. Publishing sustainability reports and data.
- 3.4. Sustainability reports, policies and other relevant information is easily accessible to the public through the hotel's website.
- 3.5. Regular trainings, presentations and informational leaflets to employees on environmental and sustainability issues.
- 3.6. Leaflets on environment protection, recycling, save energy, save water and sustainability available in all guest rooms.
- 3.7. Sustainability and CSR bulletin boards.
- 3.8. Active member of the Cyprus Sustainable Tourism Initiative.
- 3.9. Comments, suggestions and complaints received by guests are always welcomed and are discussed at the management team meetings.
- 3.10. A hotel wide REduce, REuse and REcycle program is in place.
- 3.11. The hotel collects and recycles: Paper, PMD, glass, batteries, ink cartridges, cooking oil, lamps, electric and electronic appliances, plastic, wood, metals, gardening waste.
- 3.12. Daily monitoring of food waste. Guidelines to reduce food waste.
- 3.13. Recycling points throughout the hotel (paper, PMD, glass).
- 3.14. Central recycling areas for paper, PMD and glass. These are removed twice a week.
- 3.15. Management of hazardous material including storage, use and disposal.
- 3.16. Swimming pool water pumps are equipped with photovoltaic panels.
- 3.17. All hotel rooms with soundproof and thermal proof windows.
- 3.18. LED and economic lamps covering 100% of guest rooms and 80% of public areas.
- 3.19. Sensors, timing devices and signs to switch off lights when not needed were installed.
- 3.20. Low energy alternatives before buying or replacing electrical equipment. Energy efficient electrical equipment (A+, A++) is purchased.
- 3.21. Save energy and water instructions and signs are available.
- 3.22. Air conditioning system is centrally operated.
- 3.23. Guest rooms are equipped with devices for automatically switching off electricity.
- 3.24. Internal swimming pool no longer heated.
- 3.25. Guest rooms are equipped with showers and not bathtubs.
- 3.26. Flow of water at guest rooms according to Travelife standards (i.e. Showers = 10l/min and basins = 5l/min)
- 3.27. Water taps equipped with reducer at all guestrooms and public areas.
- 3.28. Water saving system for garden irrigation.
- 3.29. The hotel does not use any banned refrigerants. In total there are 315kg of R404A, R410A and R407C.

- 3.30. Equipment containing hazardous chemicals (refrigerants, coolants etc.) including Air conditioners and refrigerators are regularly serviced and inspected by competent external technicians.
- 3.31. Water flow in guest and public areas is less than 5ltr/min for basins and less than 10ltr/min for showers.
- 3.32. Water, electricity, LPG and diesel consumptions are measured and documented.
- 3.33. The hotel contributes to the local community (blood donation event, collaboration with Apostolos Pavlos school for people with special needs, Apostolos Varnavas school for the blind, local churches) and family in need.
- 3.34. The hotel's policy is to purchase material and services from local suppliers. Many food materials like pasta, flour, meat, fish, cheese, fruits and vegetables are supplied by companies and growers in our area.
- 3.35. Napa Plaza respects and implements labour legislation and provides advancement opportunities to its personnel.
- 3.36. Encourage employee professional and personal development. Frequent presentations and seminars are delivered at hotel's departments. Employees participate at open seminars, symposiums and lectures.
- 3.37. Departmental meetings take place at least once a month.
- 3.38. All new employees attend an induction training which includes sections in all aspects of sustainability, health & safety, professional appearance and customer service.
- 3.39. 80% of employees have received professional certification under the national professional certification scheme of Cyprus.
- 3.40. A discount card with significant benefits is provided to employees.

#### **4. Objectives and targets (2017-2018)**

All objectives and targets were achieved as described below:

- 4.1 Further promote Reducing, Reusing and Recycling.
- 4.2 Reduce solid waste by 10% compared to 2015.
- 4.3 Reduce total energy consumption by 3% compared to 2015. Replace light bulbs with LED in guest rooms, offices and public areas.
- 4.4 Reduce total water consumption by 3% compared to 2015.
- 4.5 Organize activities that promote our Social Corporate Responsibility by involving employees, guests and local NGO's.
- 4.6 Inform our guests about the environmental measures implemented by the hotel
- 4.7 Provide support to local NGO's and schools.
- 4.8 Increase the variety of local dishes served at the hotel.

#### **5. Objectives and targets (2019-2020)**

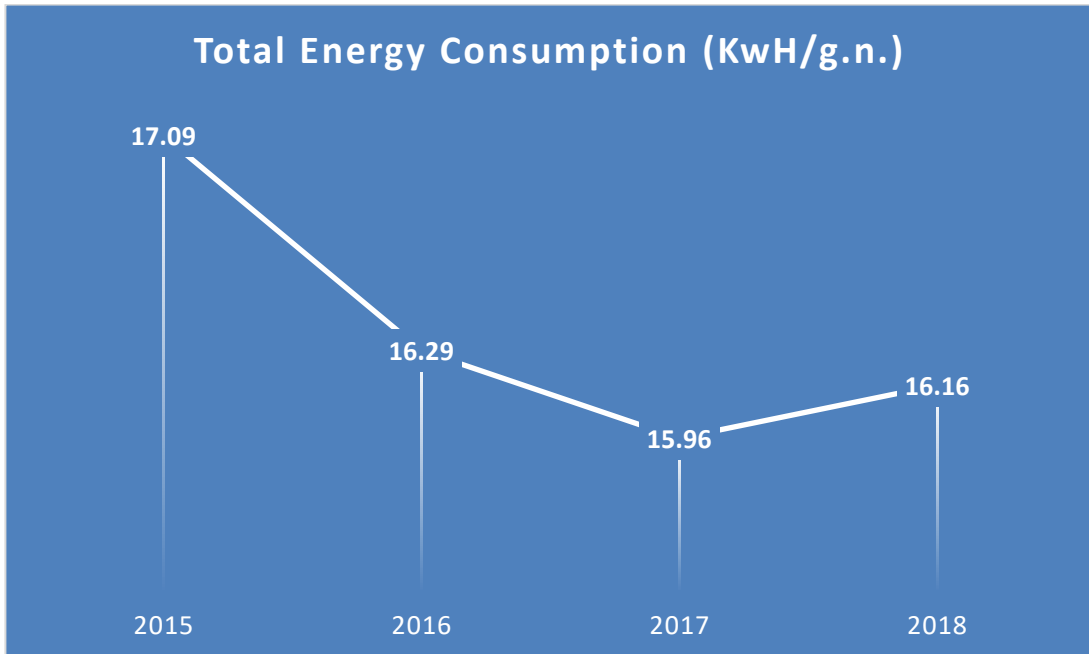
The objectives and targets for the next two years are the following:

- 5.1 Reduce solid waste by 10% compared to 2015 by introducing a holistic recycling program, improved planning in food preparation and the use of larger packages wherever possible.
- 5.2 Reduce total energy consumption by 6% compared to 2015.
- 5.3 Reduce total water consumption by 10% compared to 2015. This will be achieved by introducing a towel reuse program, training our employees on save water concept and frequently monitor water leaks.
- 5.4 Activities that promote our Social Corporate Responsibility by involving employees, guests and local NGO's. Further empower the Give from Your Heart program.
- 5.5 Inform our guests about the environmental measures implemented by the hotel.
- 5.6 Provide support to local NGO's and schools.
- 5.7 Increase the variety of local dishes served at the hotel.
- 5.8 Expand collaboration with local suppliers.

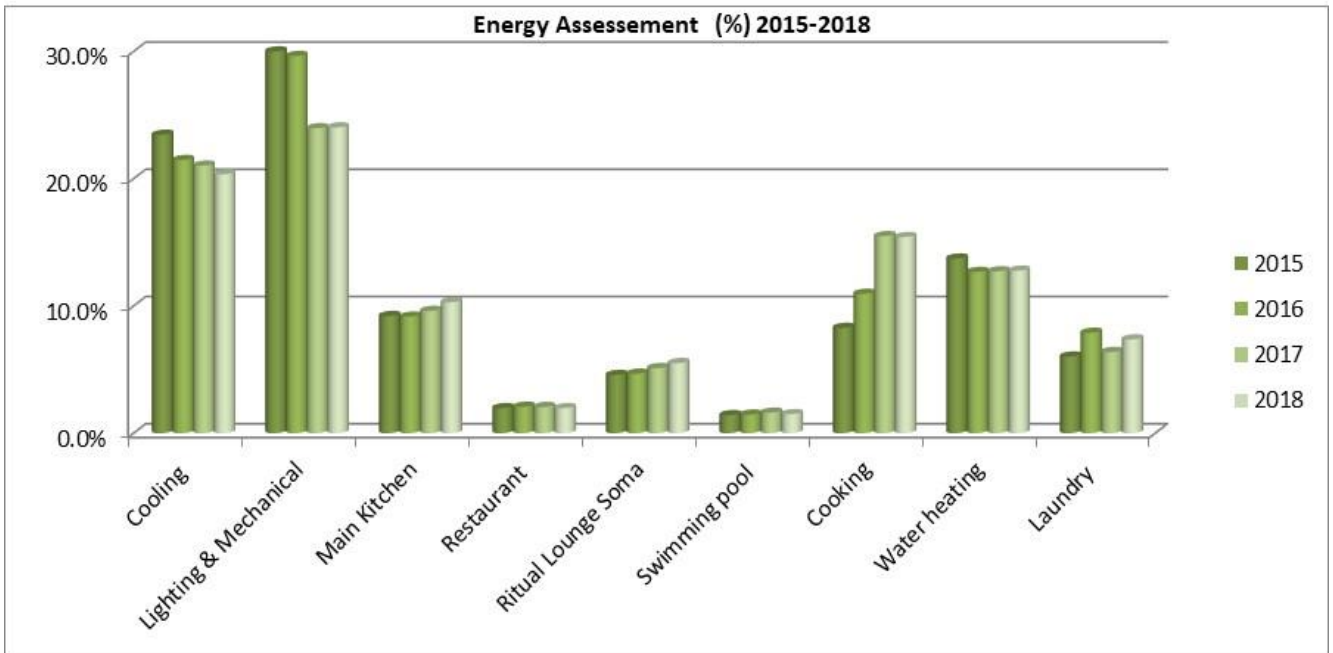
## 6. Energy consumption and assessment

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
2017	1,348,243	15.96
2018	1,374,069	16.16
Difference 2015-2018	6,9%	-5,4%
*Base year is 2015. **Does not include Solar energy		



Energy Assessment				
Energy Use	2017		2018	
	KwH/g.n	%	KwH/g.n	%
Cooling	3.43	21.0%	3.32	20.4%
Lighting & Mechanical	3.90	24.0%	3.91	24.0%
Main Kitchen	1.57	9.6%	1.68	10.3%
Restaurant	0.34	2.1%	0.32	2.0%
Ritual Lounge Soma	0.83	5.1%	0.90	5.5%
Swimming pool	0.26	1.6%	0.24	1.5%
Cooking	2.52	15.5%	2.51	15.4%
Water heating	2.07	12.7%	2.08	12.8%
Laundry	1.04	6.4%	1.20	7.4%

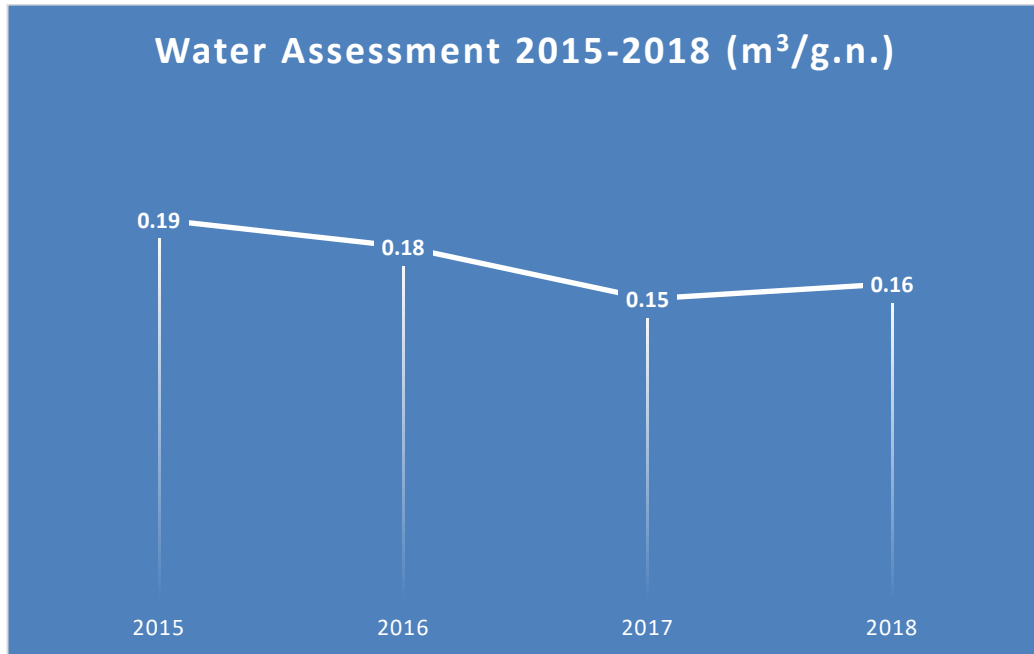


## 7. Water consumption and assessment

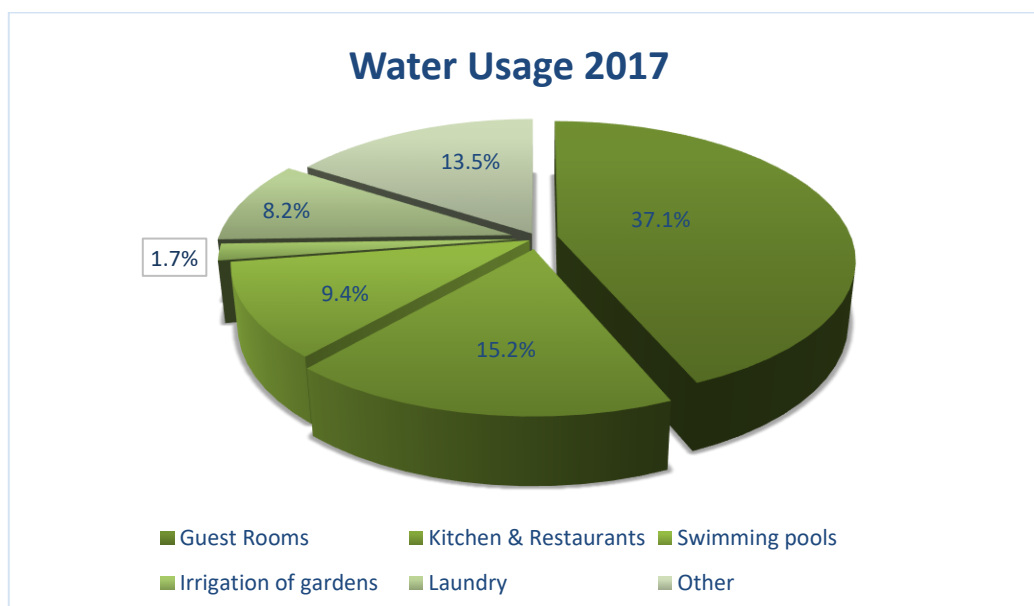
The hotel uses two sources of water: potable water – Municipality waterboard and recyclable water – sewerage board. Potable water is used for hygiene, drinking, cooking, cleaning facilities, laundering and swimming pools. Recyclable water is used for irrigation.

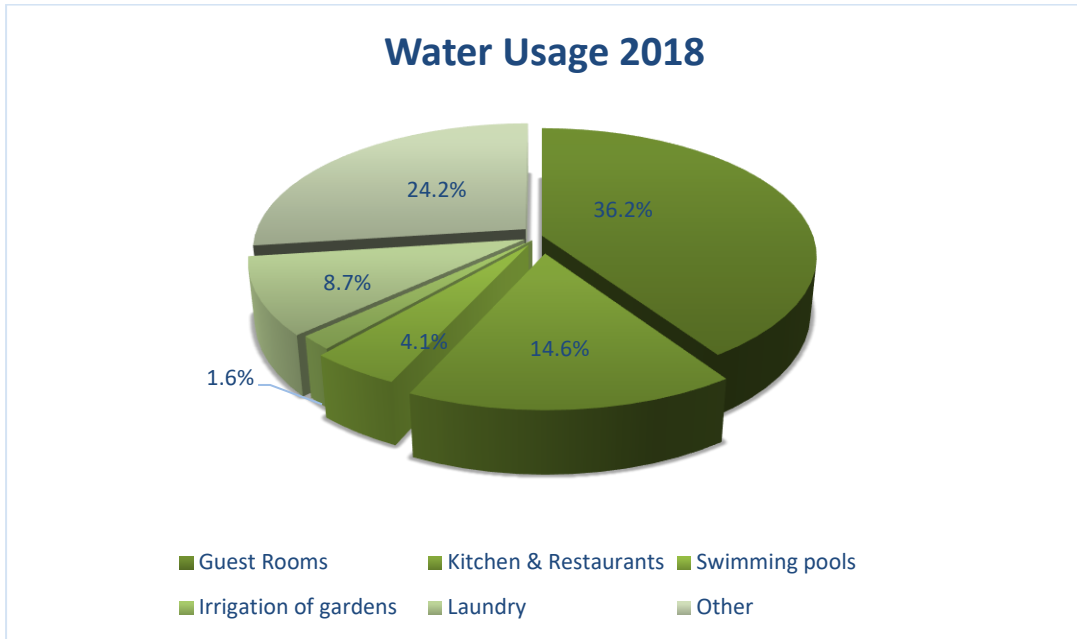
Year*	Water Consumption	
	m <sup>3</sup>	m <sup>3</sup> /g.n.
2015	14.480	0.19
2016	14.603	0,18
2017	12,841	0.15
2018	13,581	0.16
Difference 2015-2018	-6.2%	-17.0%
*Base year is 2015		





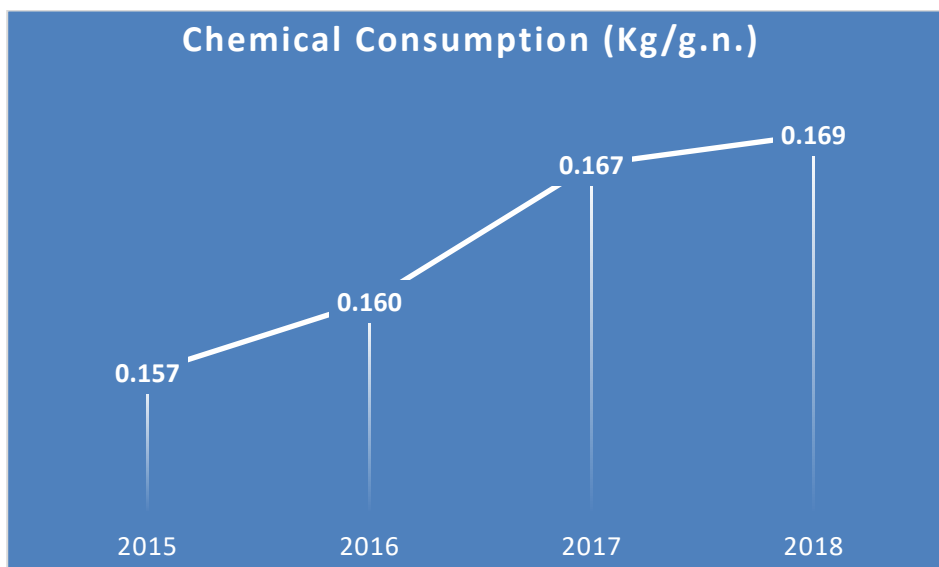
Water Assessment				
Water Usage	2017		2018	
	m <sup>3</sup> /g.n.	%	m <sup>3</sup> /g.n.	%
Guest Rooms	0.07	37.1%	0.06	36.2%
Kitchen & Restaurants	0.03	15.2%	0.03	14.6%
Swimming pools	0.02	9.4%	0.01	4.1%
Irrigation of gardens	0.00	1.7%	0.00	1.6%
Laundry	0.01	8.2%	0.02	8.7%
Other	0.02	13.5%	0.04	24.2%
<b>Total:</b>	<b>0,15</b>		<b>0,16</b>	





## 8. Use of Chemicals

Chemical	2015*	2016	2017	2018
Pool Treatment	0.020	0.019	0.021	0.016
Room cleaning	0.034	0.030	0.031	0.030
Laundry	0.038	0.028	0.029	0.028
Kitchen, Bar, Restaurant	0.066	0.083	0.087	0.095
<b>Total:</b>	<b>0.157</b>	<b>0.160</b>	<b>0.167</b>	<b>0.169</b>
<b>% Change to baseline</b>		<b>2%</b>	<b>7%</b>	<b>8%</b>
*Baseline				



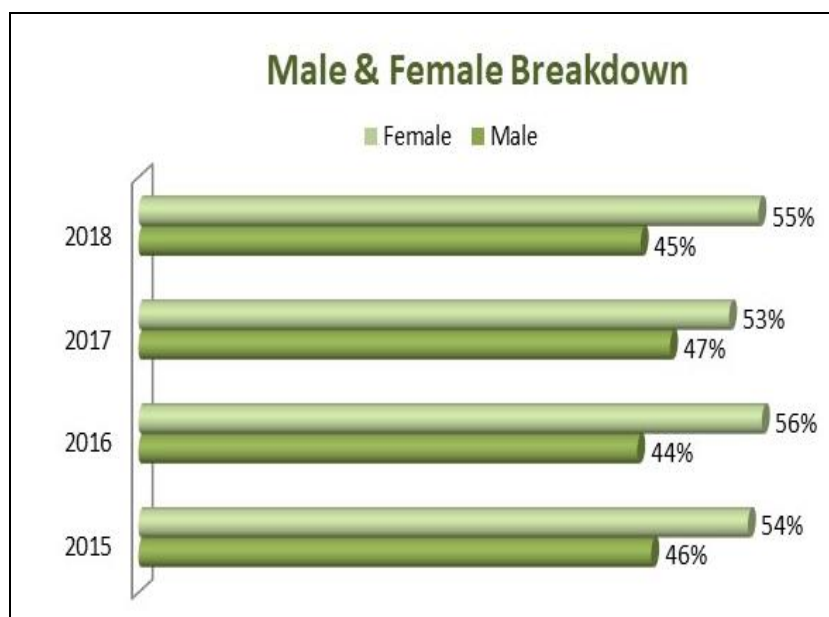
## 9. Waste management

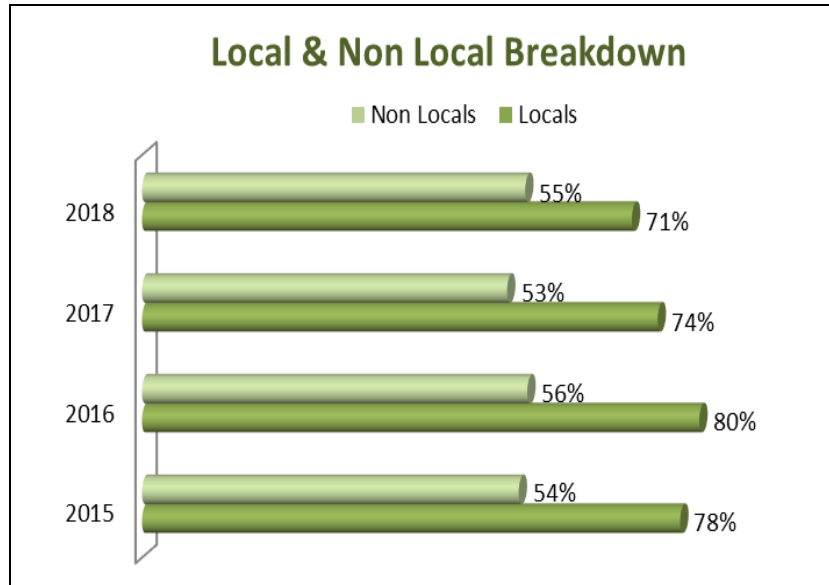
Waste	Year (Kg or It)			
	2015	2016	2017	2018
Paper	837	837	902	899
PMD	677	691	761	757
Glass	15,000	12,000	12,840	12,810
Toners	7	8	8	6
Cooking Oil	1,800	2,610	1,371	1,660

	<b>Food waste for 2018    531 Kg</b>
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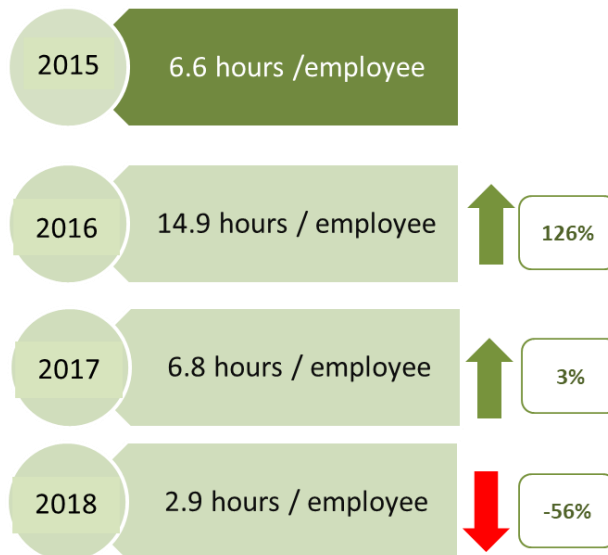
## 10. Labour and human rights

Year	Men	Women	Locals	Non-Locals
2015	46%	54%	78%	22%
2016	44%	56%	80%	20%
2017	47%	53%	74%	26%
2018	45%	55%	71%	29%

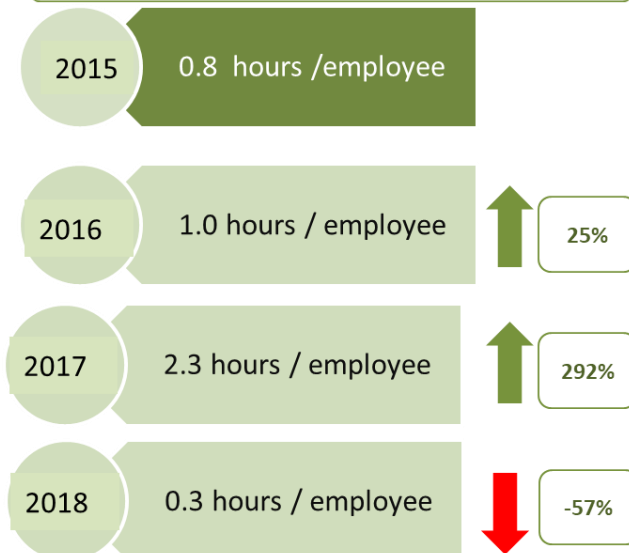




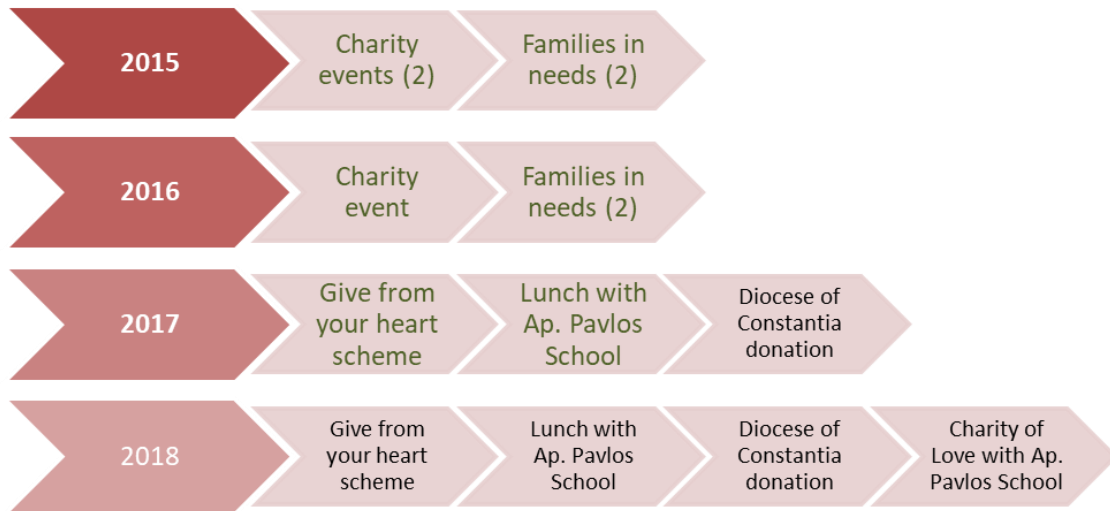
#### Employee Training



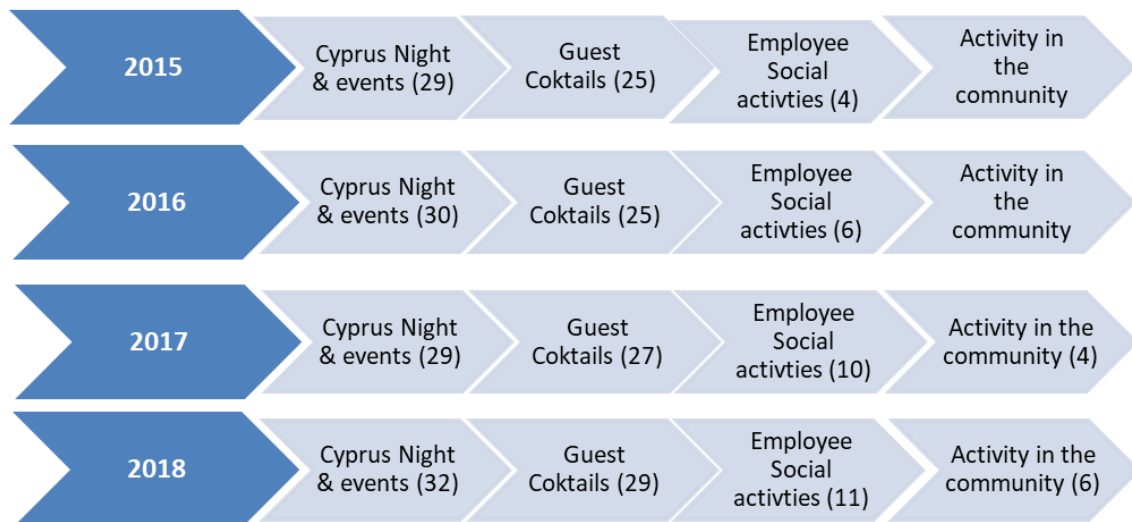
#### Sustainability Training



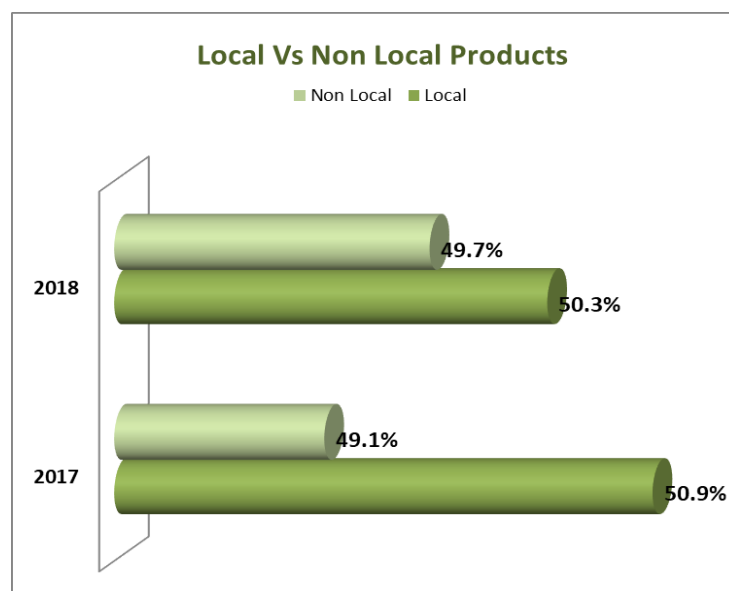
## 11. Support to local community

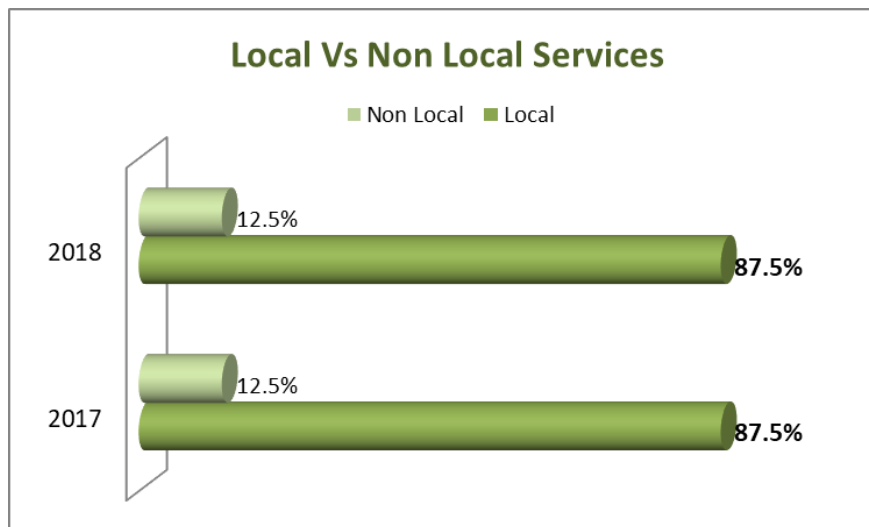


### Programs supporting the local community



### Activities promoting the local culture





## 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

2017	2018
<ul style="list-style-type: none"> <li>• New outdoor swimming pool</li> <li>• Higher wifi speed</li> <li>• 100% wifi coverage</li> </ul>	<ul style="list-style-type: none"> <li>• Double glazed room windows</li> <li>• Replacement swimming pool towels</li> <li>• Additional sunbeds</li> <li>• Replacement of sunbed's cushions</li> </ul>

\*This sustainability report is available in Greek upon request.