Sustainability Report 2024

napa PLAZA

Welcome to our 2024

Sustainable Hotel Report

This annual sustainability report presents Napa Plaza Hotel performance for the year 2024.

It summarizes how we managed energy, water, waste, emissions, purchasing, employee welfare and community impact, and it evaluates how well we met the goals we set for the year.

The aim is to be transparent with our guests, partners, employees, and the wider community, and to show clear progress toward stronger environmental performance, responsible business practices.

1. Introduction 2
   - i. Key Information 3
2. Shaping Sustainability Through Purpose and Practice 4
   - i. Our Commitments 5
   - ii. Our People 9
   - iii. Engaging with our Communities 11
3. From Impact to Improvement 14
   - i. Our Commitments 15
   - ii. Environmental Performance 16
   - iii. Areas for Improvement 23
   - iv. Our Action Plan for 2025 24

Key Information

Number of rooms: 221

Address: 12, Makariou III Avenue, Ayia Napa, 5343, Famagusta, Cyprus

Telephone: +357 23816555

E-mail: info@napaplaza.com

Website: https://napaplaza.com/

To support transparency, this sustainability report is available to all our stakeholders, including employees, guests, the public, suppliers, and subcontractors. You can access a copy on our website, at the hotel, or by requesting it via email or telephone.

Hotel Certifications

TÜVNORD TUV CYPRUS LTD ISO 9001 tuv-nord.com/cy

TÜVNORD TUV CYPRUS LTD ISO 22000 tuv-nord.com/cy

Travelife Accommodation Sustainability

Shaping Sustainability Through Purpose and Practice

Our commitments

We foster a fair, inclusive, and responsible workplace while supporting our community.

1. Employee Policy: Equal opportunities, non-discrimination, compliance with labour laws, professional development, safe and supportive working environment.
2. Human Rights: Zero tolerance for child/forced labour, exploitation or abuse; GDPR compliance; protection of vulnerable groups; mandatory reporting and training on safeguarding.
3. Community Engagement: Act ethically and legally, support local initiatives and vulnerable individuals, promote local culture and procurement, maintains open dialogue with stakeholders.
4. Health & Safety: Ongoing risk prevention, employee training, compliance with legal and partner standards, monitored through a structured H&S management system.
5. Grievance Mechanism: Open communication, formal and anonymous complaint channels, fair investigation, confidentiality, protection against retaliation, right to appeal.
6. Disciplinary Policy: Fair, consistent procedure to correct behaviour (counselling, warnings, suspension, termination), focus on improvement and accountability.

5

Your Support

We recognise that achieving our sustainability goals is not something we can do alone, and we invite all our stakeholders - employees, guests, suppliers, subcontractors, local partners and the wider community - to actively support our commitments.

You can help by reducing energy and water use in your daily activities, minimising waste and single-use plastics, respecting local culture and sourcing responsibly, and sharing feedback through our and communication channels.

By working together, we can keep improving our performance and create positive impact for our people, our guests and our destination.

Fostering genuine relations with our Community

Our active involvement in the local communities around means being a valued, responsible community partner by ensuring that our business objectives enhance the quality of life in the community.

- ✓ We respect international human rights, prohibit exploitation and protect personal data.
- ✓ We create local value by hiring, buying, and partnering within our community while honoring culture and heritage.

The aim of our community investment is to support efforts which make a positive difference to the communities in which we operate and are aligned with our values.

Fostering genuine relations

With our Community

Community engagement and support are vital components of operating as a responsible and sustainable business. At Napa Plaza Hotel, our involvement with the community creates mutual value by:

- Strengthening relationships with local residents and community stakeholders
- Fostering pride and engagement among employees by giving them opportunities to contribute to meaningful initiatives
- Enhancing guest trust and loyalty, as visitors increasingly prefer hotels that care about the local community
- Providing positive content for storytelling across social media, marketing materials, and our sustainability reporting

Our community engagement efforts focus on:

- Supporting the local economy, including small businesses and non-profit organisations
- Showcasing and preserving Cyprus' history, culture, and places of interest
- Respecting and protecting local traditions, beliefs, and lifestyles
- Contributing to impactful community programmes and initiatives

Embracing Partnerships for a sustainable future

We are proud to be an active participant in various industry associations that share our commitment to environmental responsibility and community engagement.

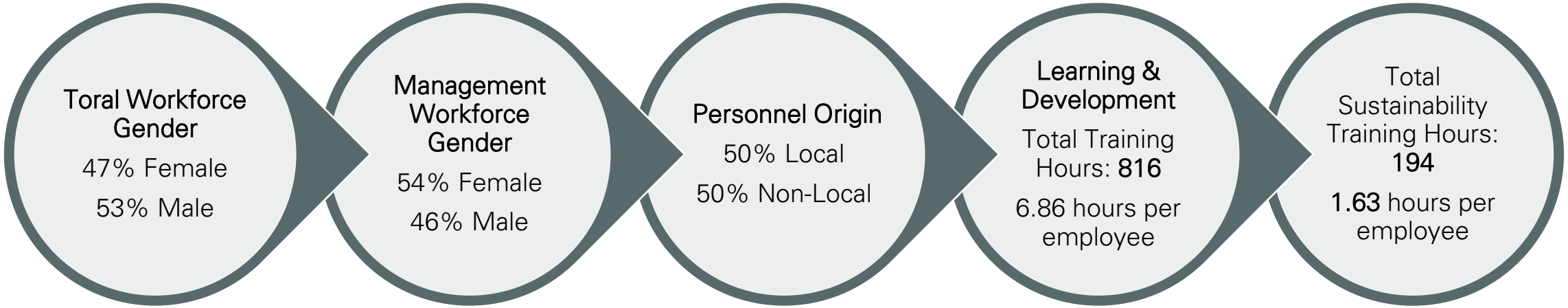
Through our partnerships with:

1. Association of Cyprus Tourist Enterprises (ACTE)
2. Cyprus Hotel Managers Association
3. Cyprus Chamber of Commerce and Industry
4. Cyprus Sustainable Tourism Initiative

Our involvement with these associations goes beyond mere membership; it is a commitment to action. By collaborating and actively participating in these associations, we:

- ✓ amplify our impact, share knowledge, and contribute to a collective movement that transcends individual actions.
- ✓ participate in various seminars and forums we stay informed about the latest trends, technologies, and strategies to continually improve our sustainability efforts.

Our People – Workforce statistics 2024



2024 Objectives:

Employee awareness and involvement

6.0 training hours / employee

1.0 sustainability training hours / employee

>45% local workers

>45% female employees

2025 Objectives:

Employee awareness and involvement

6.5 training hours / employee

1.0 sustainability training hours / employee

>48% local workers

>45% female employees

Actions we are involved in

Supporting the Local Community

1. Buying products and services from locally owned and operated businesses, artisans and local micro producers.

2. Serving Cypriot produce and featuring traditional local food, theme dishes based on local cuisine, local and or organic products on our menus.

3. Cyprus products in breakfast featuring more than 10 local products and dishes.

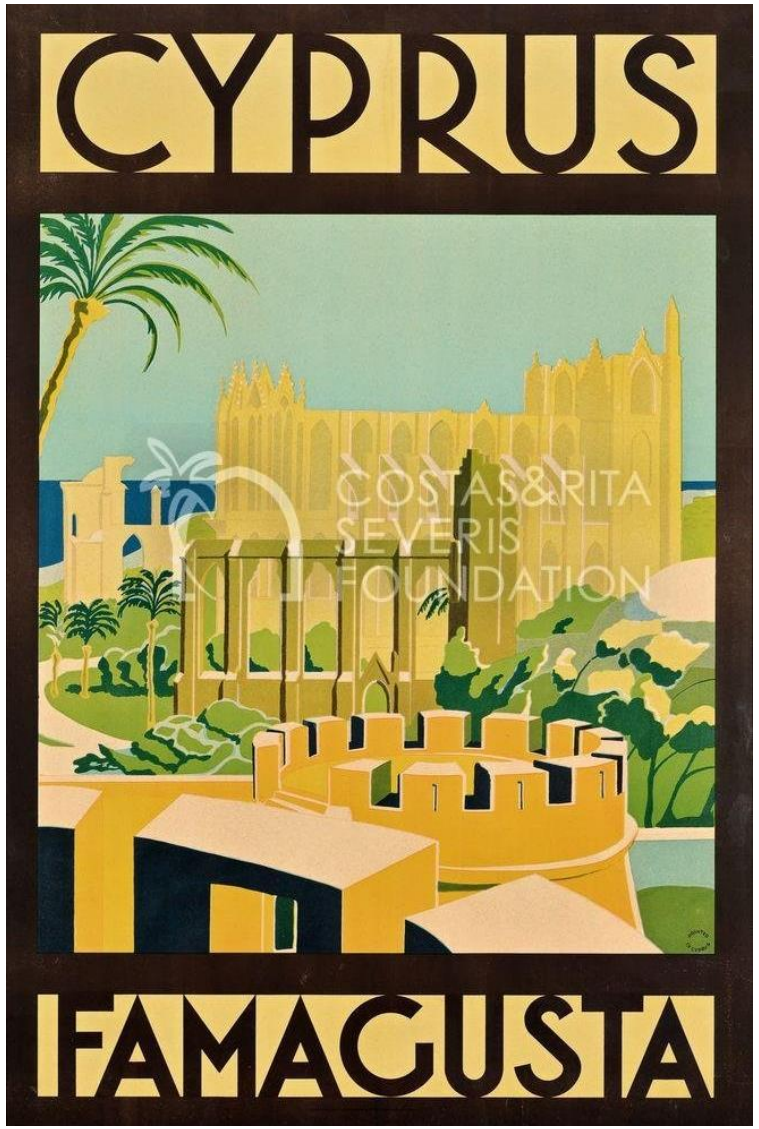
2025 Objective

Local products >25%.
Cypriot Products>45%.

2025 Objective:

Local Services >65%
Non- Local Services > 35%

Community and Local Culture Preservation



1. Supporting the local community through monetary or in-kind donations that improve the lives of local people in need, assist local non-governmental organisations, protect the environment, or preserve local culture and traditions.
2. Encouraging guests to visit local attractions and activities. Providing information about local customs and traditions, and how they can respect them. Providing information on Cyprus, its history and culture.
3. Protect endangered species and encourage our guests to take interests.
4. Invite guest and local people to support our efforts to reduce our environmental impact and preserve our planet.

2024 Objective:

Increase social and cultural activities that involve guests, employees and the community by 20% compared to 2022

Achieved: +25%

2025 Objective:

Cyprus nights: 28
Wine Presentations: 4
CSR Actions & Supported Causes: 5
Employee Social events: 4

Contribution to the local society and culture for 2024

6 CSR Actions & Supported Causes

Donations: €9.850

Cyprus Nights: 30
Wine Presentations: 4

Employee Social events: 4

Community activities: 0

Guest Cocktails: 4

From Impact to Improvement

Our Environmental Actions and Performance

Our Commitments

Napa Plaza Hotel is committed to minimizing its environmental impact through a life cycle approach and strong sustainability principles. We comply with all environmental legislation and foster a culture of responsibility among employees, guests, and partners.

- Sustainability benefits our people, guests, community, country, and planet. It is our shared responsibility to ensure its survival for future generations.
- We annually set progressive, realistic environmental targets.
- We train employees, engage guests, and support the local community.
- We measure and report our progress and performance.
- We purchase and adopt energy efficiency, renewable energy sourcing, refrigerant control, water & waste minimisation practices across our operation

Environmental Performance (2023-2024)

Energy consumption

16,39 kWh/g.n. in 2022

18.62 kWh/g.n. in 2023

19.58 kWh/g.n. in 2024

Water consumption

250 ml/g.n. in 2022

232 ml/g.n. in 2023

238 ml/g.n.in 2024

Greenhouse Gas Emissions

(Scope 1 and 2)

9.17 kgCO2/g.n. in 2023

6.94 kgCO2/g.n. in 2024.

Environmental Performance (2023-2024)

Waste - Recycling

1.027 kg/g.n. in 2022

0.693 kg/g.n. in 2023

0.763 kg/g.n. in 2024.

Waste - Food waste

10 gr/g.n. in 2022

7.18 gr/g.n. in 2023

7.45 gr/g.n.in 2024

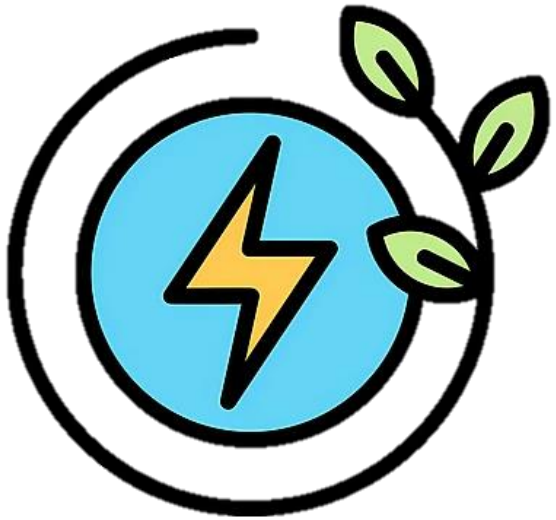
Chemicals Consumption

201 ml/g.n. in 2022

233 ml/g.n. in 2023

221 ml/g.n.in 2024

Energy Consumption



	2023 (kwh/ g.n)	2024 (kwh/ g.n)
Consumption per guest night	18.62	19.58
2023 Target	Energy consumption below 21.00 kwh per guest night - Achieved	
2024 Target	Energy consumption below 19.50 kwh per guest night - Not Achieved	
2025 Target	Energy consumption below 19.50 kwh per guest night	

Notes: With average summer temperatures about +1.5 °C higher in 2024 than in 2023, cooling systems ran for longer and under heavier loads. Compressor efficiency declined at higher ambient temperatures, dehumidification demand increased, and refrigeration equipment (fridges/freezers) operated for extended periods.

Water Consumption

	2023 (m3/ g.n)	2024 (m3/ g.n)
Consumption per guest night	0.233	0.221
2023 Target	Water consumption <285 liters per guest night - **Achieved**	
2024 Target	Water consumption <240 liters per guest night - **Achieved**	
2025 Target	Water consumption <230 liters per guest night	

Notes: Exceptional heat drove pool evaporation well above normal. Guests showered more often and for longer.

Waste Performance and Reduction Measures

Year	2023 (gr/ g.n)	2024 (gr/ g.n)
Recycling	693	763
Food Waste	7,18	7,45
2024 Target	Recycling >0.4 Kg per guest night – **Achieved**	
2025 Target	Recycling >0.5 Kg per guest night	

1. All departments participate at the Reduce, Reuse and Recycle program. Recycling programme for PMD, glass. light bulbs, batteries, cartridges, electrical appliances and cooking oil
2. Avoid using single-use packaging in favor of reusable containers and packaging options. Selection of biodegradable, eco-friendly, single-use products where possible.
3. Maintain, fix and repair appliances, equipment's and furniture so they last longer and are efficient Reuse of storage containers, old rags.
4. Repurposing or redistributing old linens.

Chemical Use

	2023 (ml/g.n.)	2024 (ml/g.n.)
Consumption per guest night	184	178
2023 Target	Use of Chemicals <250 ml per guest night. - Achieved	
2024 Target	Use of Chemicals <200 ml per guest night. - Achieved	
2025 Target	Use of chemicals <170 ml per guest night.	

Carbon Footprint

	2023 (kgCO2/g.n.)	2024 (kgCO2/g.n.)
Carbon Footprint per guest night	9,17	6,90
2024 Target	Reduce the hotel's CO2 emissions by 10% compared to 2023. **- Achieved**	
2025 Target	Retain the hotel's CO2 emissions below 6.80kgCO2/g.n.	

Notes: In 2024, Napa Plaza switched energy provider. The new provider boasts a better energy mixture due to higher use of renewable energy sources thus reducing considerably our carbon footprint.

Areas for Improvement

1. Introduce and implement control, monitoring and reduction measures for waste management.
2. Enrich our green purchase practices.
3. Further explore and protect the local biodiversity.
4. Participate at new sustainability programs and actions.
5. Introduce hotel employees, guests and local community to circular economy and sustainability
6. Further expand our CSR and community engagement efforts.

Our Action Plan for 2025

1. Effectively implement all applicable policies, procedures, practices and adhere to local legislation and Travelife standard. Retain Travelife certification
2. Get involved with the local community. Participate in charities, assist employees and local residents in need.
3. Provide a Cypriot culinary and culture experience. Provide more than 10 local products and dishes daily in our Breakfast.
4. Execute at least one environmental activity with the participation of the hotel employees and its guests.
5. Offer 2 new vegetarian and vegan options in the menus and buffet.
6. Implement Sustainability parameters in guest evaluation questionnaires.