

NESTOR HOTEL****

SUSTAINABILITY REPORT 2021



nestor hotel





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Quality, Food Safety, Health & Safety and Environmental Policy – IMS Policy

Last Modified: May 2021

The management team at Nestor Hotel has established this “Quality, Food Safety, Health & Safety and Environmental Policy” aimed at improving the quality of services of the hotel, the protection of the environment and the full compliance with the current standards of food safety and hygiene as well as occupational safety and health.

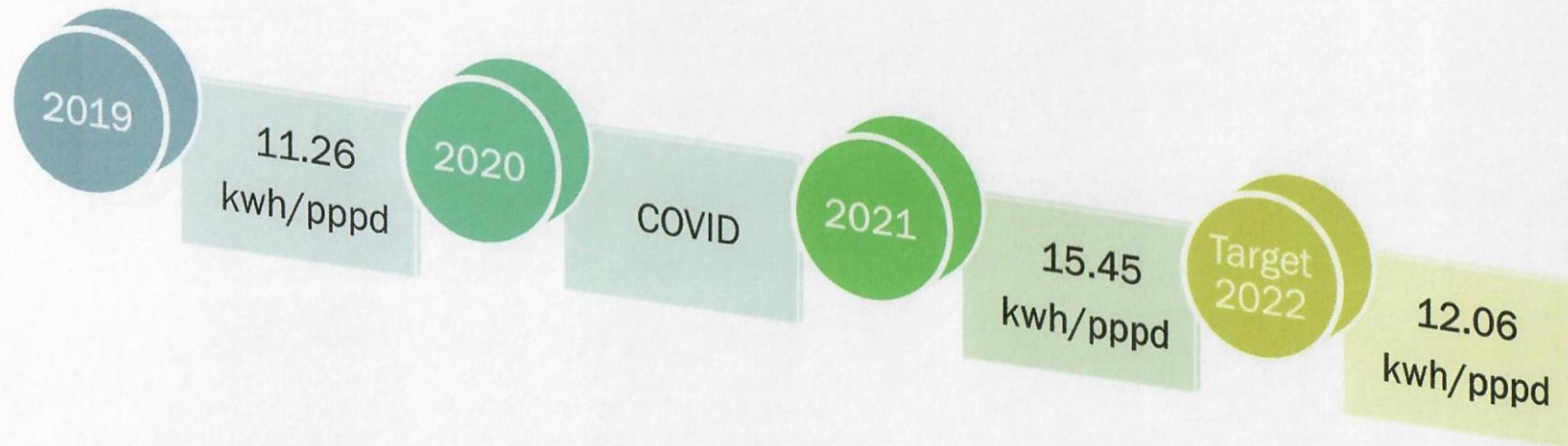
This policy provides a reference framework for the development and revision of the company’s objectives, commitments and mission statement. The management team is fully committed to personally applying the rules laid down in the hotel’s operations manual, as well as all relevant procedures and instructions, and verifying their application by all members of staff through annual system audits and management reviews to ensure the requirements under this policy are systematically implemented and continually improved.

For this purpose, the hotel is committed to focus on achieving the following high-level objectives:

- To ensure compliance with current laws affecting our activities in terms of customer service, environmental protection, food safety and occupational safety and health;
- To ensure that food safety standards, health & safety standards and the environmental requirements are agreed on with our stakeholders;
- To create and constantly defend a work culture that allows us to anticipate the needs of our customers, prioritising customer satisfaction;
- To guarantee the hygiene and safety of the food that we produce;
- To protect of the environment and fulfilling compliance obligations.
- To provide a safe and healthy work environment free from any incidents, accidents and occupational diseases.
- To engage all staff members in our continuous improvement strategy within the scope of our Quality, Food Safety, Occupational Health & Safety and Environmental Management System.
- This present policy is applicable to all parts of our business and business activities, is available to all interested parties and is reviewed regularly as to its suitability.



ELECTRICITY CONSUMPTION



Having had assessed our energy consumption and following certain practices, as well as training for both our guests and staff and continuous monitoring, a decrease of 3.95 Kwh/pppd was noted!!!

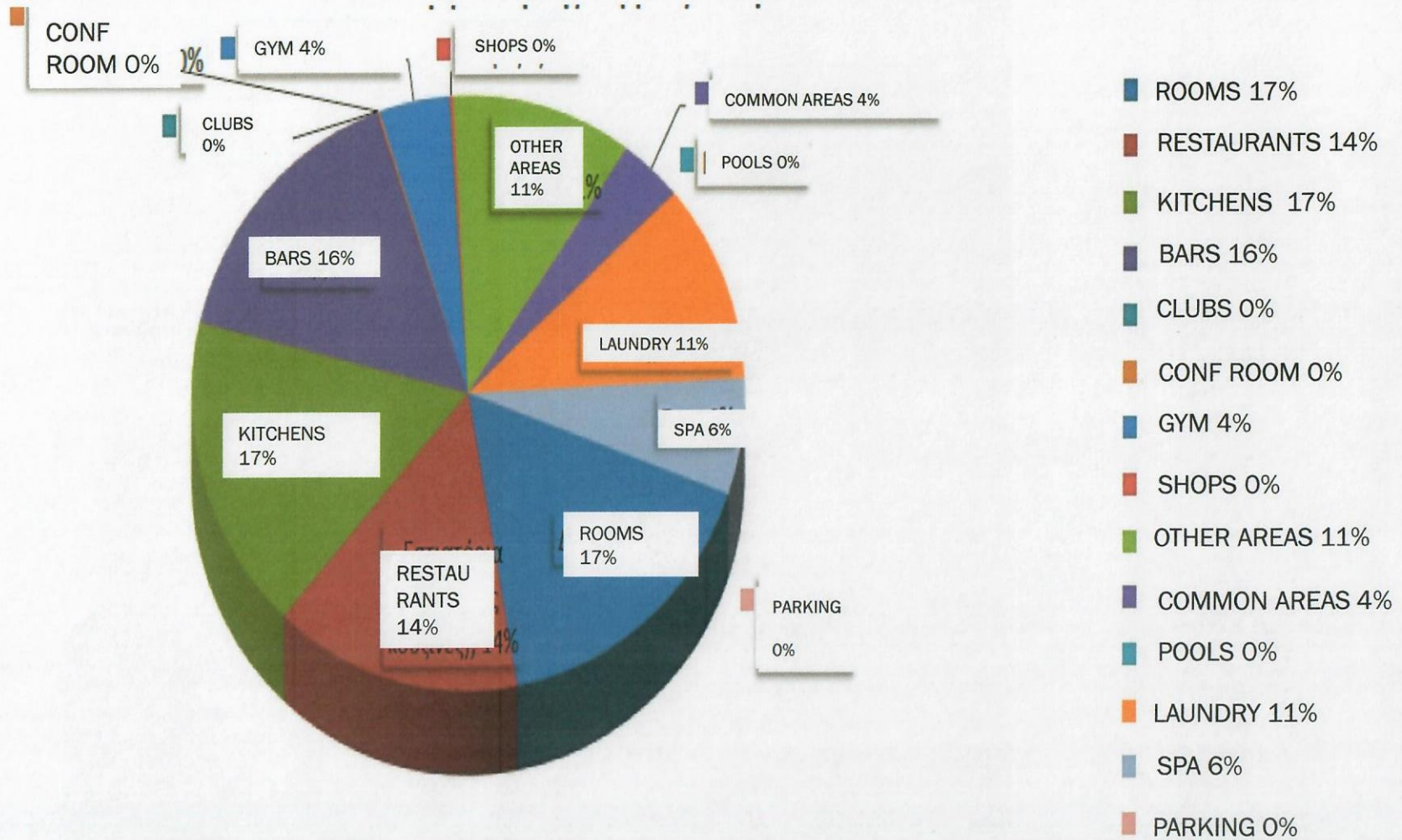
Even the smallest action counts!



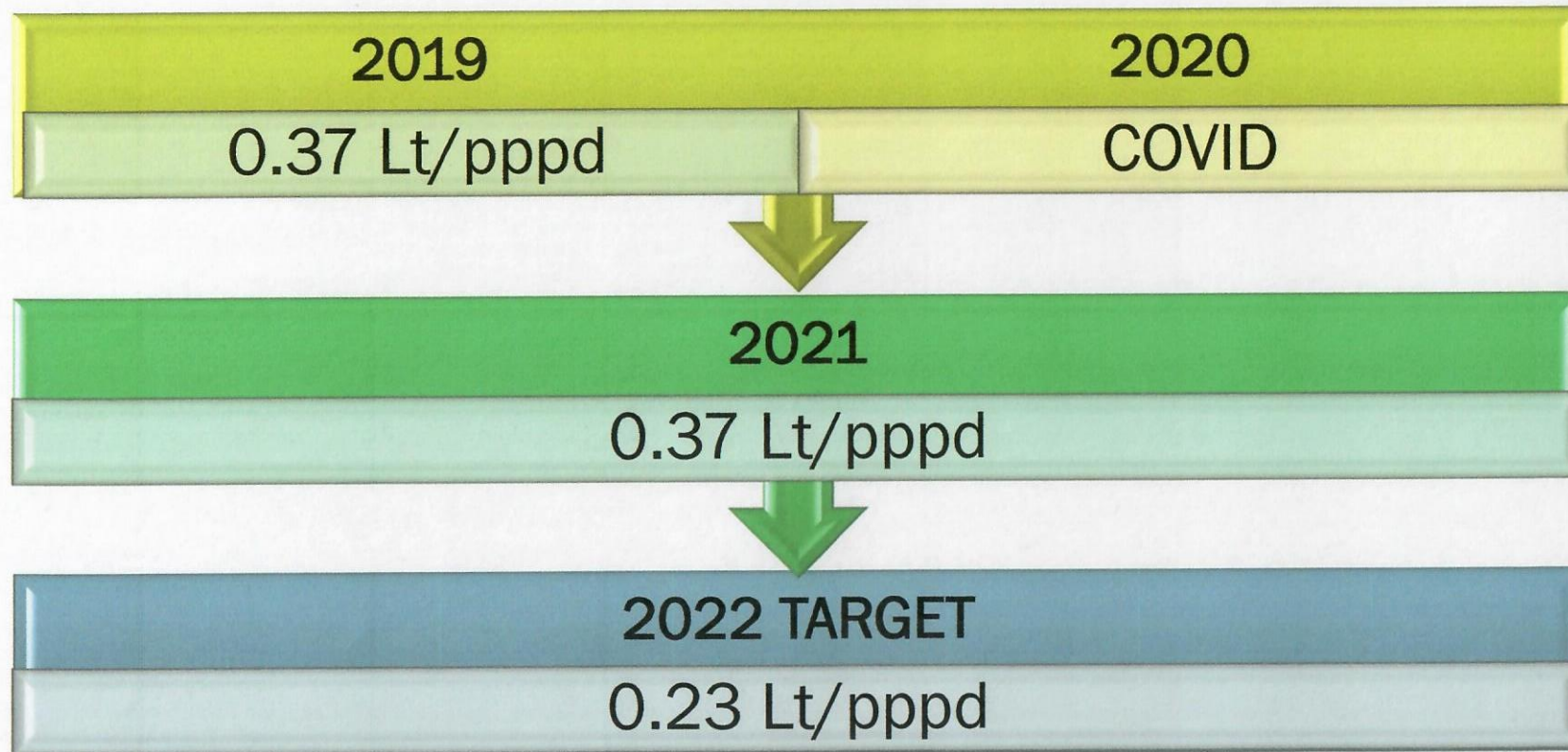
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Electricity Consumption of Machinery & Equipment

ELECTRICITY CONSUMPTION OF MACHINERY & EQUIPMENT



PETROL CONSUMPTION

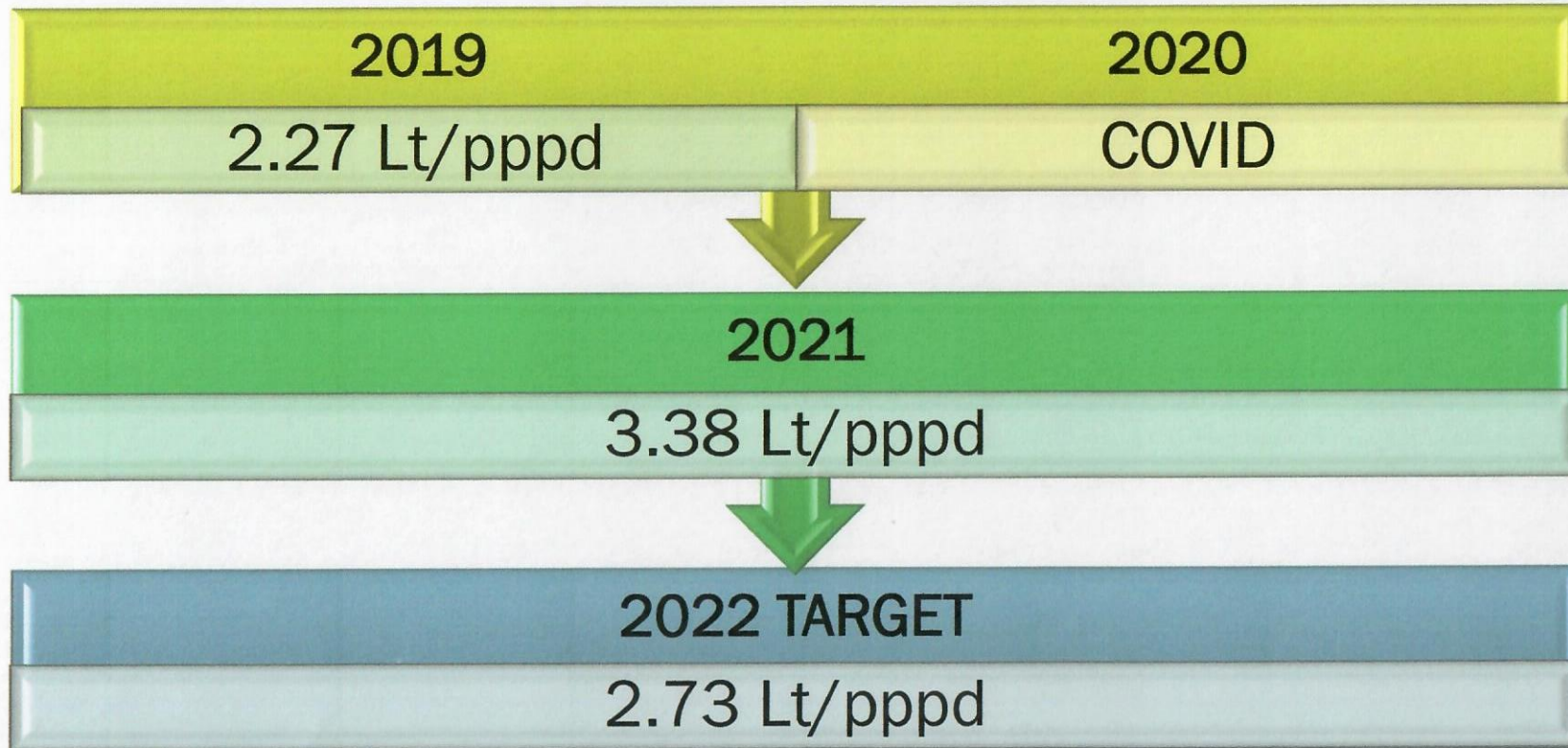


Consumption kept to minimum due also to the wide use of solar panels which reach their maximum of operation during summer



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GAS CONSUMPTION



A slight decrease is noted as a result of further training, commitment and good practices

Energy Consumptions & TARGETS



CO2 FOOTPRINT

2021:
≤0.011
tones
/guest night

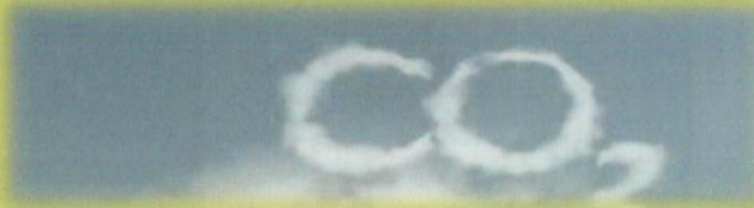
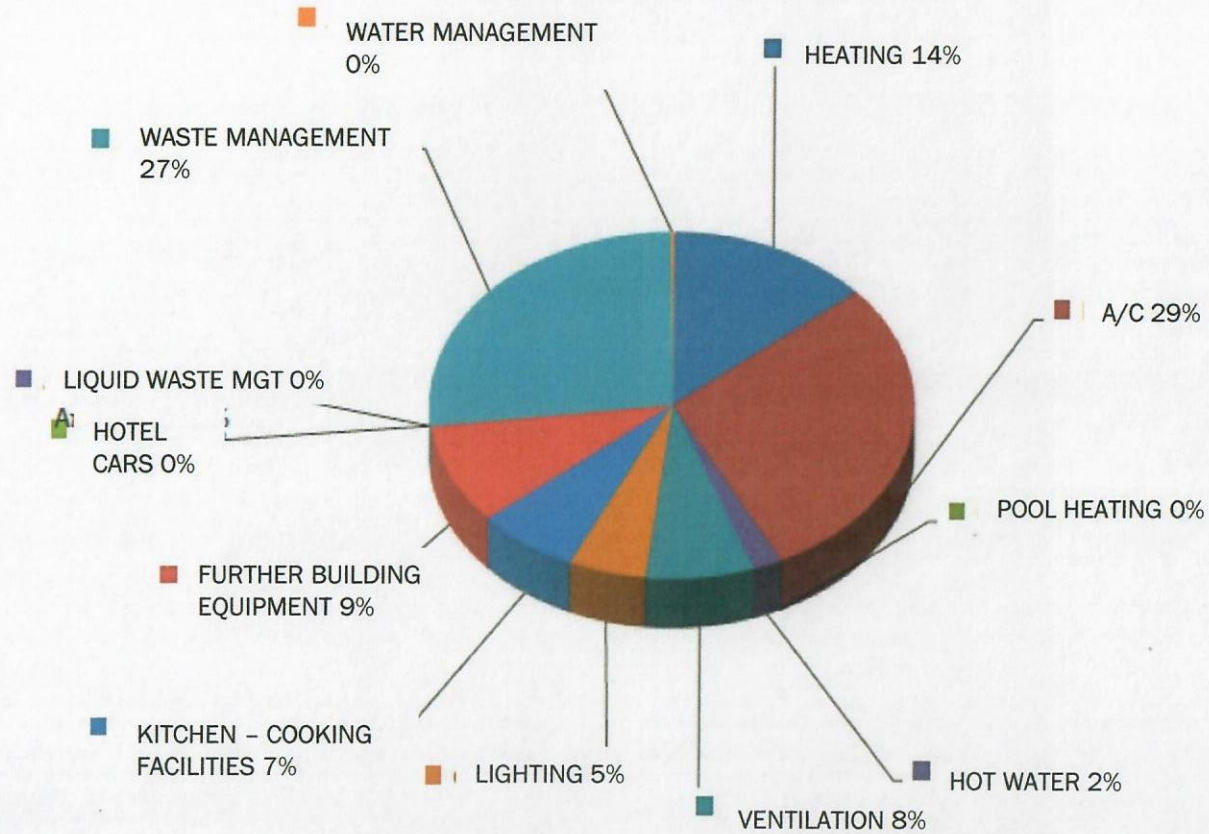
2022
TARGET:
≤0.010
tones
/guest night



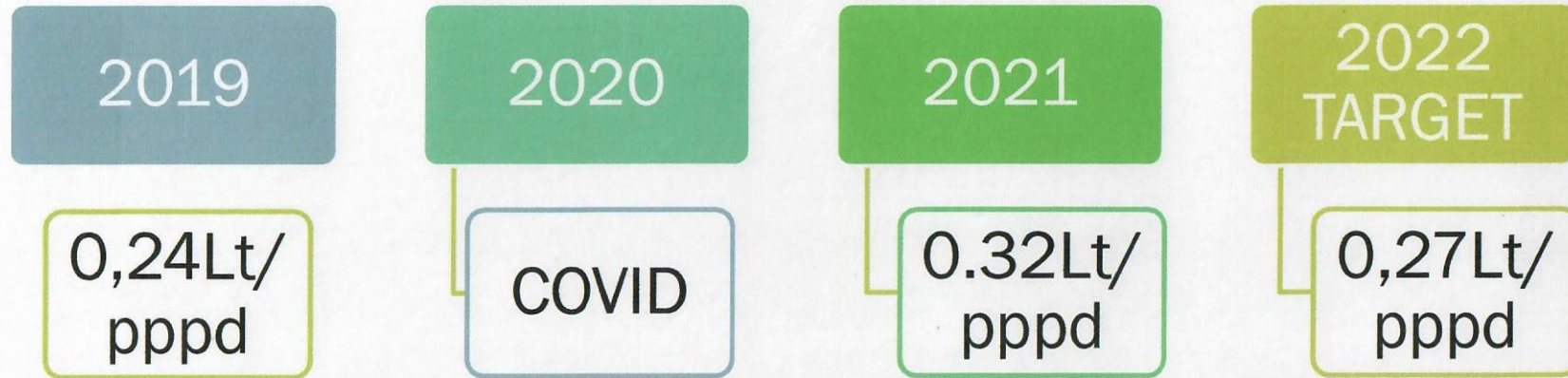


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Normalized total CO₂ emissions



WATER CONSUMPTION



Again training, commitment and good practices in place proved to be fruitful .

WATER Consumption Assessment and policies

**SHOWERS
10LTR/MIN**

**GUESTS'
AWARENESS**

**TOILETS 6 LTR
PER FLUSH**

ALLOCATION OF WATER CONSUMPTION -2021-

MONTH	HOTEL'S WATER CONSUMPTION TONS	SWIM POOLS CONSUMPTION TONS	F&B OUTLETS CONSUMPTION TONS	LAUNDRY ROOM CONSUMPTION TONS	ROOMS CONSUMPTION TONS	BEDNIGHTS
AVERAGE % PER CATEGORY (YEARLY)						
	10%	13%	7%	70%		
Oct-21	N/A	N/A	N/A	N/A	N/A	N/A
%	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	
AVR / BEDNIGHT	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	
Sep-21	2,975	247	362	192	2,174	11,230
%	8.30%	12.17%	6.45%	73.08%		
AVR / BEDNIGHT	0.26	0.02	0.03	0.02	0.19	
Aug-21	3,696	289	389	232	2,786	13,964
%	7.82%	10.52%	6.28%	75.38%		
AVR / BEDNIGHT	0.26	0.02	0.03	0.02	0.20	
Jul-21	2,343	340	341	207	1,455	9,029
%	14.51%	14.55%	8.83%	62.10%		
AVR / BEDNIGHT	0.26	0.04	0.04	0.02	0.16	
Jun-21	2,755	280	451	203	1,821	10,364
%	10.16%	16.37%	7.37%	66.10%		
AVR / BEDNIGHT	0.27	0.03	0.04	0.02	0.18	
May-21	N/A	N/A	N/A	N/A	N/A	N/A
%	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	
AVR / BEDNIGHT	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	
0.26	11,769	1,156	1,543	834	8,236	44,587
TONS/GUEST	TONS	POOLS	F&B OUTLETS	LAUNDRY	ROOMS	BEDNIGHTS

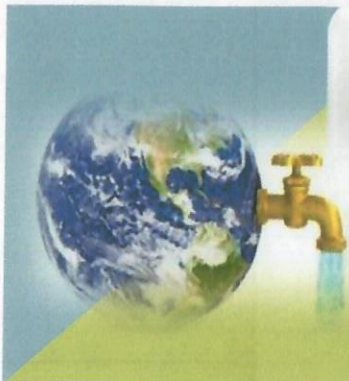
STAFF TRAINING

**BASINS 5
LTR/MIN**

**GARDENS
WATERING
POLICIES**

TRAINING

**WATER FLOW
REDUCERS**

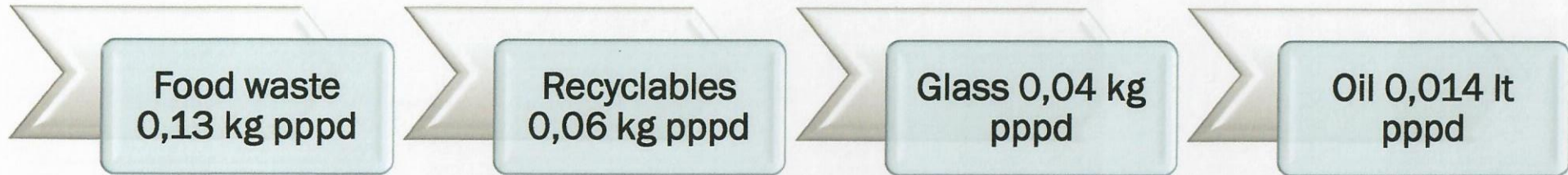




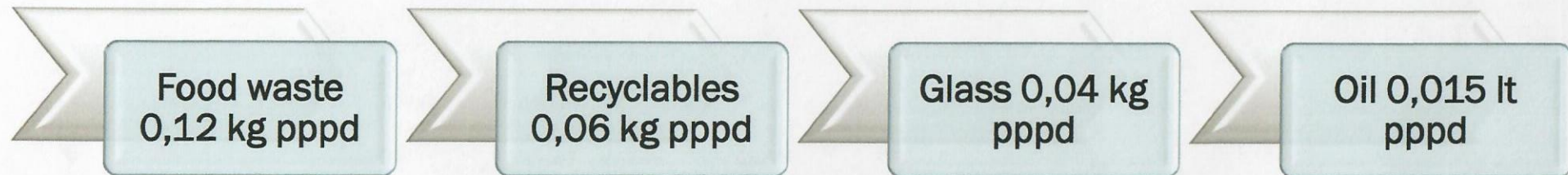
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WASTE – Recycling Management

2021 ACTUAL



2022 TARGETS





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ΚΑΤΑΝΑΛΩΣΕΙΣ ΧΗΜΙΚΩΝ ΠΙΣΙΝΩΝ & ΣΥΝΤΡΙΒΑΝΙΩΝ 2021							
Bednights	ΚΑΤΑΝ. ΠΕΡΙΟΔΟΥ						ΣΥΝΟΛΟ (ΚΓ)
	ΜΑΪΟΣ	ΙΟΥΝΙΟΣ	ΙΟΥΛΙΟΣ	ΑΥΓΟΥΣΤΟΣ	ΣΕΠΤΕΜΒΡΙΟΣ	ΟΚΤΩΒΡΙΟΣ	
Περιγραφή	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	
	2352	10364	9029	13964	11230	11530	
ΧΛΩΡΙΝΗ CALCIUM			120	245	200	200	765
ΧΛΩΡΙΝΗ SODIUM			100	120	50	35	305
ΧΛΩΡΙΝΗ ΤΑΜΠΛΕΤΣ			15	10	5	10	40
ACID			20	10	5	0	35
SODA			0	10	0	0	10
BLACK ALGICIDE			8	7	9	0	24
MAINTENANCE ALGISIDE			20	10	7	3	40
OXY SHOCK			5	5	5	0	15
FLOWLAND			1	2	0	0	3
TOTALS			289	419	281	248	1237
chemicals usedPPPD (ΚΓ)			0.032007974	0.030005729	0.025022262	0.021509107	0.02115651
ΣΤΟΧΟΣ 2022			0.03	0.03	0.05	0.02	0.02

Keeping chemicals consumption low, only trained and authorized users, searching for eco friendly chemicals and using disinfectants only when and where necessary...



ΚΑΤΑΝΑΛΩΣΕΙΣ ΧΗΜΙΚΩΝ ΟΡΟΦΟΚΟΜΙΑΣ 2021							
	ΚΑΤΑΝ. ΠΕΡΙΟΔΟΥ						ΣΥΝΟΛΟ (LTR)
	ΜΑΪΟΣ	ΙΟΥΝΙΟΣ	ΙΟΥΛΙΟΣ	ΑΥΓΟΥΣΤΟΣ	ΣΕΠΤΕΜΒΡΙΟΣ	ΟΚΤΩΒΡΙΟΣ	
Bednights	2352	10364	9029	13964	11230	11530	
Περιγραφή	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	
ΚΑΘΑΡΙΣΤΙΚΟ ΓΕΝΙΚΟΥ COVID	90	222	95	145	115	145	812
ΚΑΘΑΡΙΣΤΙΚΟ ΠΑΤΩΜΑΤΟΣ	35	75	80	145	65	75	475
CHLORINE	140	160	160	300	260	260	1280
ΥΓΡΟ ΠΙΑΤΩΝ	10	40	10	30	10	40	140
LAVATORY CLEAN	0	0	8	84	76	64	232
UNIGUARD	85	55	95	140	105	115	595
GLASS CLEANER	90	185	95	145	115	145	775
TOTALS	450	737	543	989	746	844	4309
chemicals usedPPPD (lt)	0.191326531	0.071111154	0.06013955	0.070824979	0.066429207	0.073200347	0.073697173
ΣΤΟΧΟΣ 2022	0.09	0.07	0.06	0.06	0.06	0.07	0.06

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ΚΑΤΑΝΑΛΩΣΕΙΣ ΧΗΜΙΚΩΝ ΚΟΥΖΙΝΑΣ 2021								
Περιγραφή	ΚΑΤΑΝ. ΠΕΡΙΟΔΟΥ						ΣΥΝΟΛΟ (LTR)	
	ΜΑΪΟΣ	ΙΟΥΝΙΟΣ	ΙΟΥΛΙΟΣ	ΑΥΓΟΥΣΤΟΣ	ΣΕΠΤΕΜΒΡΙΟΣ	ΟΚΤΩΒΡΙΟΣ		
Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα	Ποσότητα		
Bednights	2352	10364	9029	13964	11230	11530		
ΥΓΡΟ ΠΛΥΝΤΗΡΙΟΥ	50	140	170	10	30	220	620	
ΣΤΕΓΝΩΤΙΚΟ ΠΛΥΝΤΗΡΙΟΥ	16	54	70	50	110	60	360	
ΚΑΘΑΡΙΣΤΙΚΟ ΓΕΝΙΚΟΥ COVID	35	25	30	55	30	50	225	
ΚΑΘΑΡΙΣΤΙΚΟ ΠΑΤΩΜΑΤΟΣ SPEED	5	15	25	5	5	10	65	
OVEN CLEAN	12.5	22.5	10	20	10	25	100	
CHLORINE	20	60	54	76	80	110	400	
ΥΓΡΟ ΠΙΑΤΩΝ	95	185	226	184	120	170	980	
TOTALS	233.5	501.5	585	400	385	645	2750	
chemicals usedPPPD (lt)	0.099277211	0.048388653	0.064791228	0.028645087	0.03428317	0.055941023	0.047033471	
ΣΤΟΧΟΣ 2022	0.09	0.04	0.06	0.02	0.03	0.05	0.04	

Keeping chemicals consumption low, only trained and authorized users, searching for eco friendly chemicals and using disinfectants only when and where necessary...



Sustainable procurement

Promotion of local products

Local suppliers
>80%



Responsible /
Certified suppliers

Sustainability
criteria *for tenders*





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Green Information – Recycling - Guest areas



Some of the hotel's recycling bins for guests' use for paper, plastic, organic waste and batteries



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Green Information – Recycling – Staff areas

ALGGU IULOLW9RI0U – K6C4CIU8 – 2911 91692



Recycling bins and areas for staff use for light bulbs, paper, plastic, organic waste, cooking oil and batteries

Local food sourcing – supporting local businesses

Local Food & Beverage sourcing >80% in 2021

Promoting the Cypriot cuisine through including Cypriot tastes and products in our daily buffets.

Promoting locally made goods, products and souvenirs through our web page and our reception staff

Promoting local products through our Cyprus Buffet Night

Promoting Cyprus culture and customs through Cyprus folklore dancing shows

Promoting places of interest in Cyprus through our web page





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Children's Rights Awareness Campaign

Facebook post interface for Nestor Hotel. The post features a circular profile picture of the hotel and a blue plus icon. The main content is a colorful flyer for the 1st of June International Children's Day Celebration. The flyer includes the date in English and Greek, the event name in English and Greek, a statement of support for children's rights, a list of activities with times, and the location. At the bottom of the flyer is an illustration of three children playing and the text 'AT THE POOL BAR В БАРЕ У БАССЕЙНА'.

1st of June 1ГО ИЮНЯ
International Children's Day Celebration!
Международный день защиты детей!

Nestor is in favor for the protection of rights of all kids all around the world.
 Отель Нестор выступает за защиту права всех детей по всему миру.

ALL KIDS CAN JOIN US:

19:00 - KIDS FOOD BUFFETT & FACE PAINTING
 ДЕТСКИЙ БУФЕТ И АКВАГРИММ

19:45 - MAGIC SHOW
 МАГИЧЕСКОЕ ШОУ

20:45 - MINI DISCO ДЕТСКАЯ ДИСКОТЕКА

AT THE POOL BAR В БАРЕ У БАССЕЙНА

Community integration

Our Children's Protection Policy

CHILDREN'S PROTECTION POLICY-NESTOR HOTEL

Last Modified: May 2nd, 2019

Under the UN Convention of the Rights of the Child (CRC) which outlines the fundamental human right of children (defined as a person under the age of 18), we here at the Nestor Hotel are aware and responsible for actively safeguarding children from any form of abuse which may include neglect, physical, sexual or emotional abuse, hunger, mistreatment or exploitation in any form. It is duly our responsibility to protect children from all of the above as they have the same rights as adults.

Our management and staff employee's, are aware that the issue of child protection is of impeccable importance. They are alert, responsive & trained to handle any situation that may arise on premises for the protection of children as such. Furthermore, as a family orientated establishment, Nestor Hotel fosters close links and collaboration with the national authority for children's protection in Cyprus where by employees are spoken to and trained on how to be alert and how to act in instances which they identify as abuse or are suspicious of it.

If such a case were to arise, procedures are in place to manage any situation whereby a child's wellbeing may be at risk. By appointment of responsibility Public Relations Officer will be the final point of contact who in collaboration with our team will manage such a case, notifying local law enforcement, authority's, and child protection organizations to act accordingly and prohibiting their enforcement on premises. Children and minors are vulnerable members of our society.

They are unfortunately still all too often victims of sexual exploitation. Protecting them is our collective responsibility. Be a responsible traveler. If you are witness to any behavior on premises or externally, that infringes on the human right of any minor, please act responsibly and notify the reception desk where our trained staff will handle the matter accordingly. Your and our actions count collectively to stop child abuse and protect our younger members of society.

Code Of Conduct:

The Code of Conduct criteria that Nestor Hotel undertakes to implement the protection of children:

1. To establish a clear procedures to stop the sexual exploitation of children.
2. To train personnel in children's rights, preventing sexual exploitation and reporting suspected cases.
3. To enforce the rejection and zero-tolerance policy with regard to the exploitation of children.
4. To provide tourists with information concerning children's rights, and how to report suspected cases of exploitation of children.
5. To support, cooperate with and assist organizations in fighting the sexual exploitation of children.



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Fair Employment - Local Employment

Employment Policy

Recognizing the importance of long-term support of the local community, our company's policy regarding employment is the priority of the local population hiring. In this respect the majority of wages is spent locally, helping the chain of other businesses in the community and therefore the viability of our community.



55% local staff

45% non local staff



Guest Satisfaction Questionnaires on Hotel's Environmental Performance

Through a 2 month sample of 204 internal guest questionnaires during the months of August and September 2021!

INTERNAL CSQs



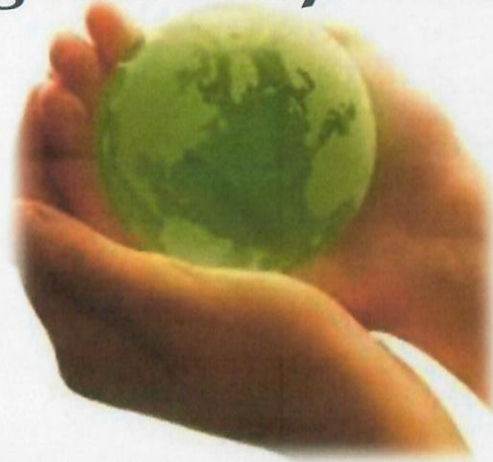
2021
90.33%

2022
target 91%



Green & Warm Regards,

Staff & Management of NESTOR HOTEL



*“It is our collective and individual responsibility
... to preserve and tend to the world in which
we all live.” –Dalai Lama*

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