

**NESTOR HOTEL\*\*\*\***

# **SUSTAINABILITY REPORT 2019**



nestor hotel





### Quality, Food Safety and Environmental Policy – IMS Policy

The management team at Nestor Hotel has established this “Quality, Food 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.


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 and food safety;
- To ensure that food 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 engage all staff members in our continuous improvement strategy within the scope of our Quality, Food Safety and Environmental Management System.



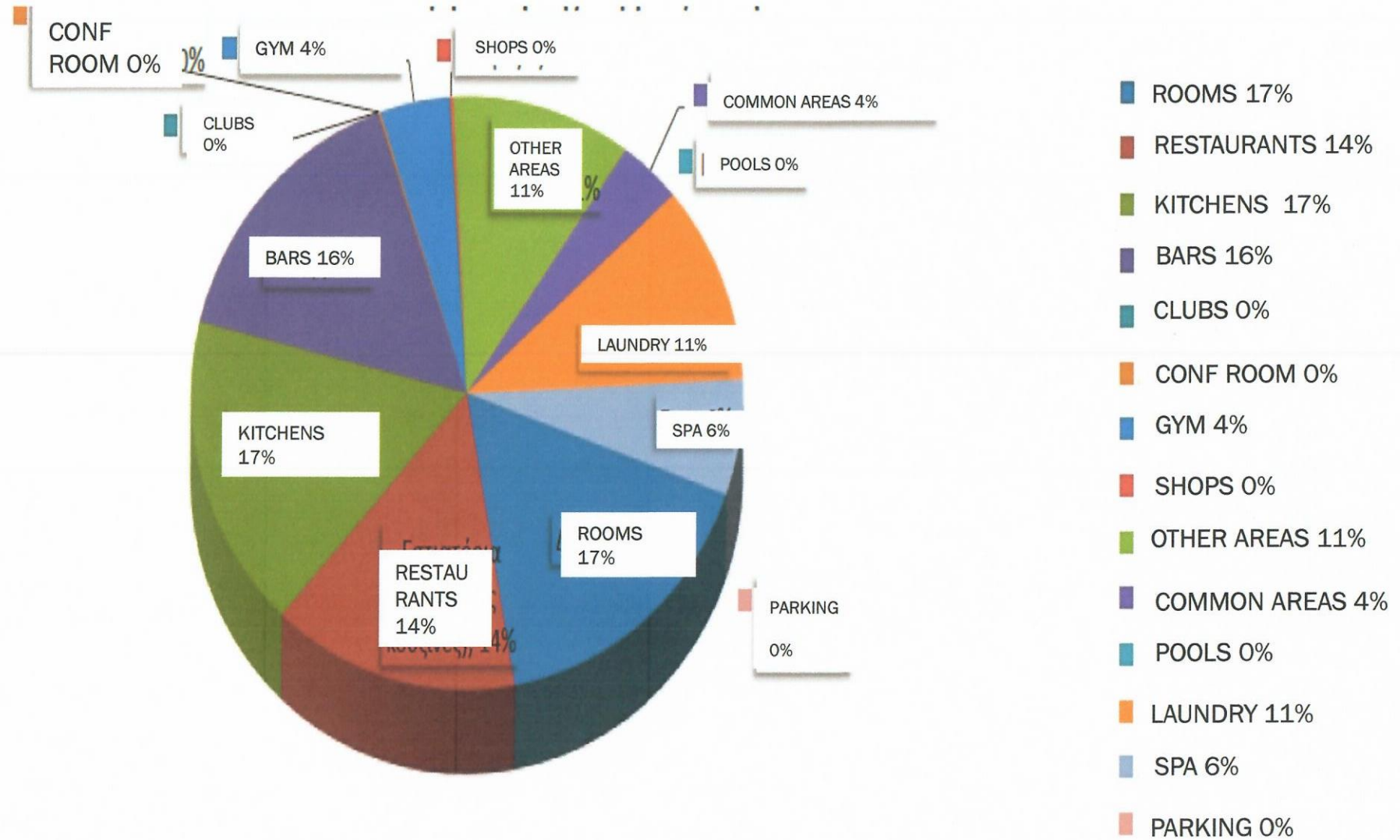
# ELECTRICITY CONSUMPTION



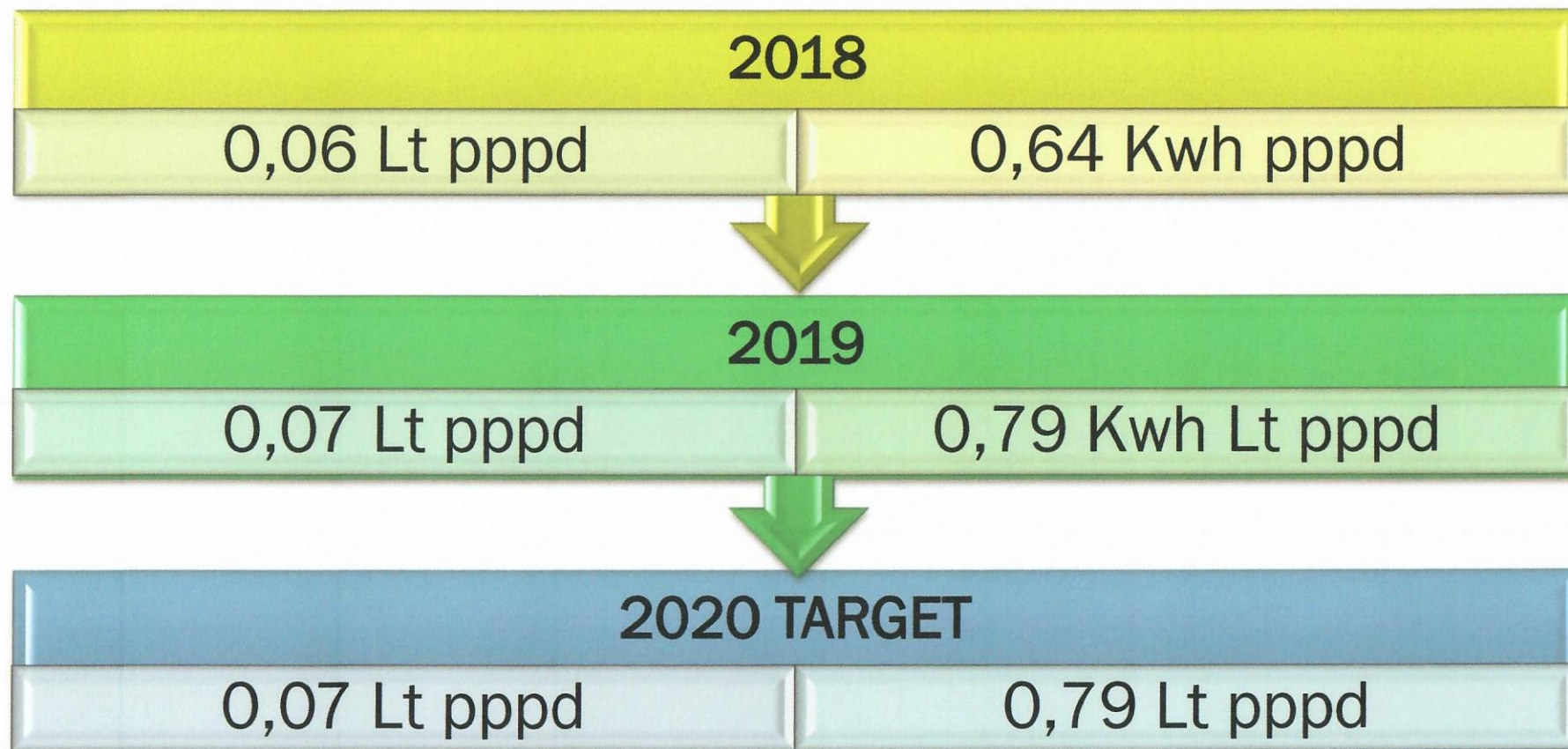
*Having had assessed our energy consumption and following certain practices, as well as training for both our guests and staff and continuous monitoring, a decrease of 1.17Kwh per guest per day was noted!!! Even the smallest action counts!*



# Electricity Consumption of Machinery & Equipment

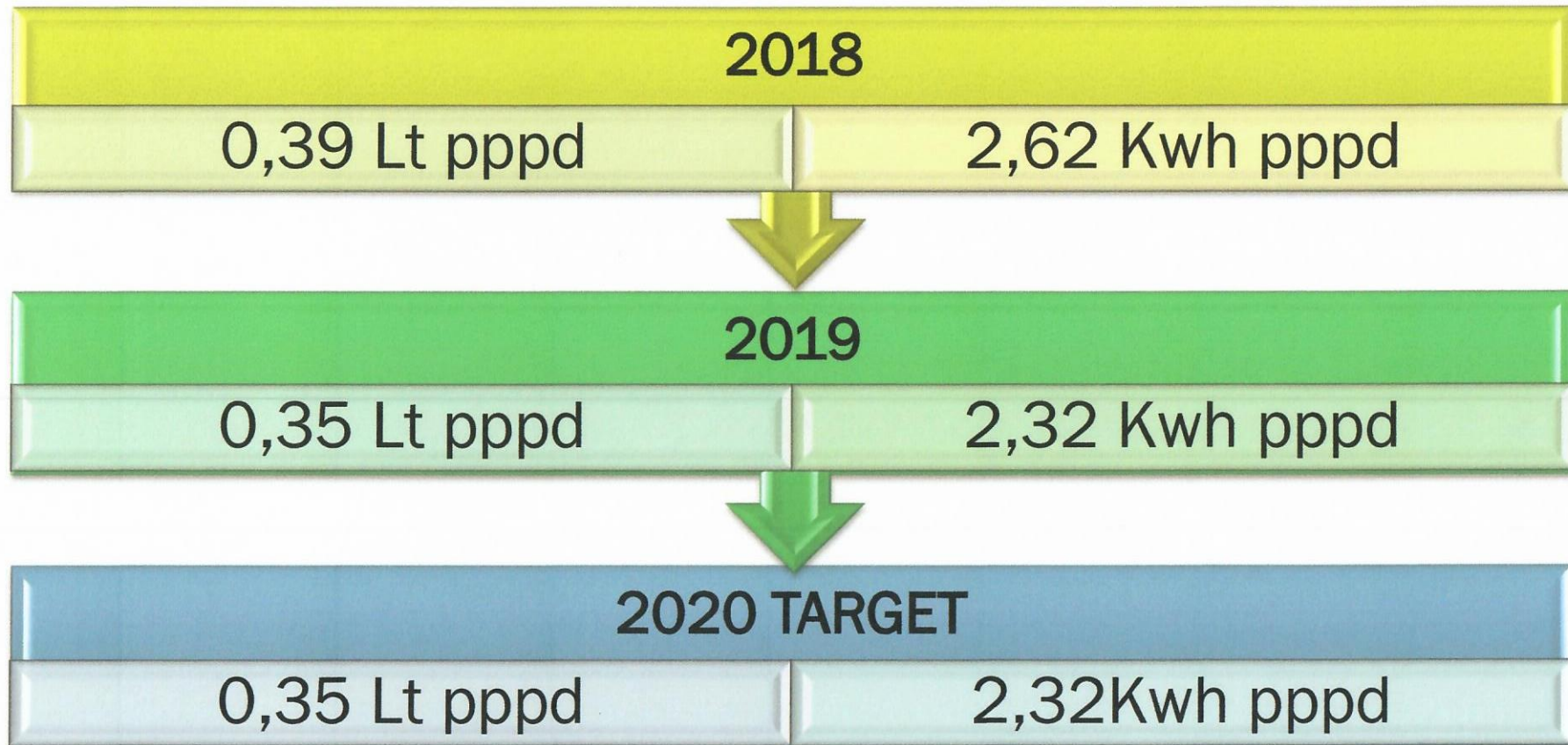


# GASOIL CONSUMPTION



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





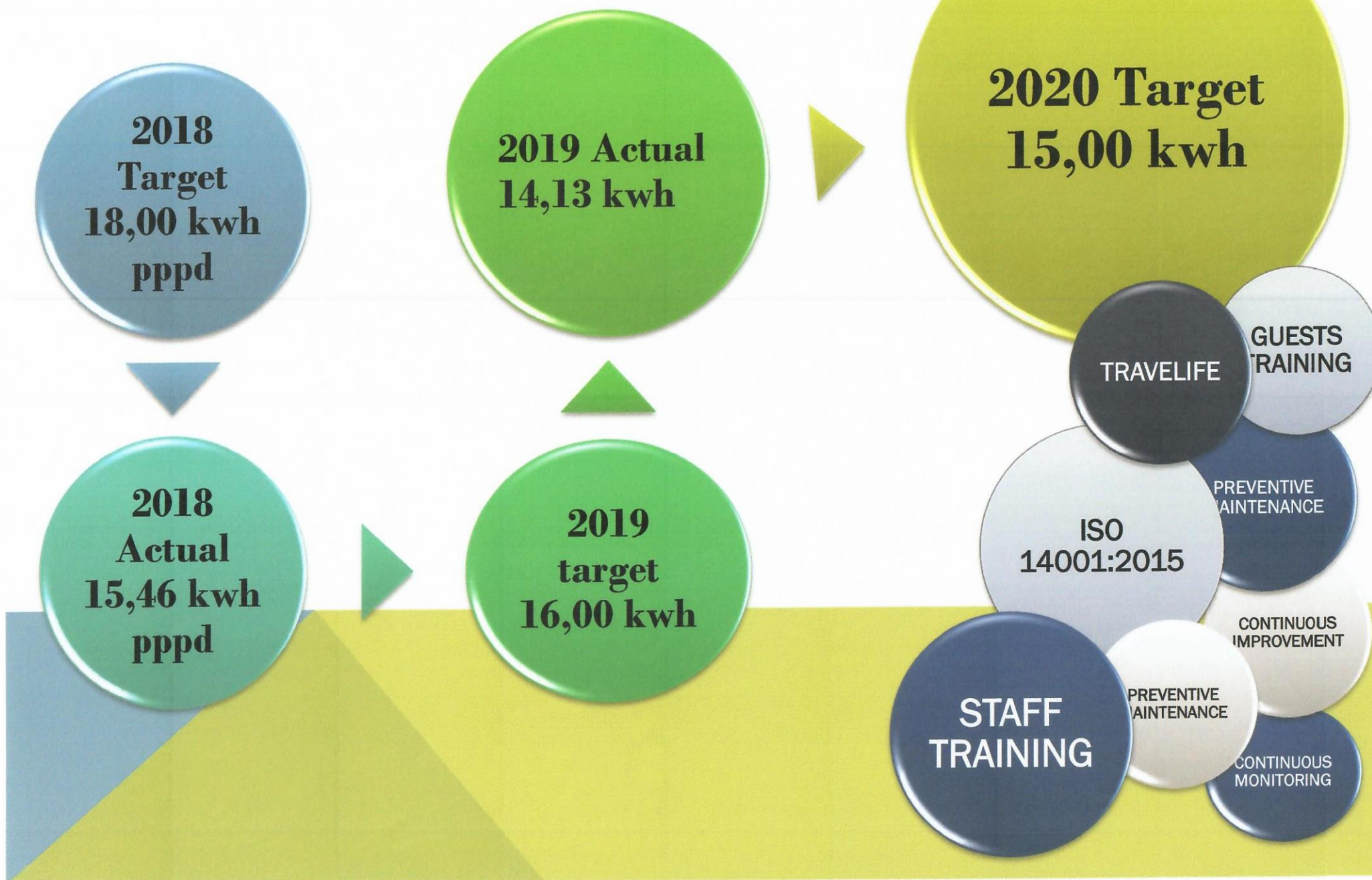
*A slight decrease is noted as a result of further training, commitment and good practices*





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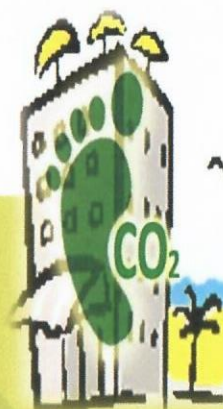
# Energy Consumptions & TARGETS



# CO2 FOOTPRINT

2019:  
 $\leq 0.011$   
tones  
/guest night

2020  
TARGET:  
 $\leq 0.010$   
tones  
/guest night



Strategic planning towards carbon neutrality  
in tourism accommodation sector

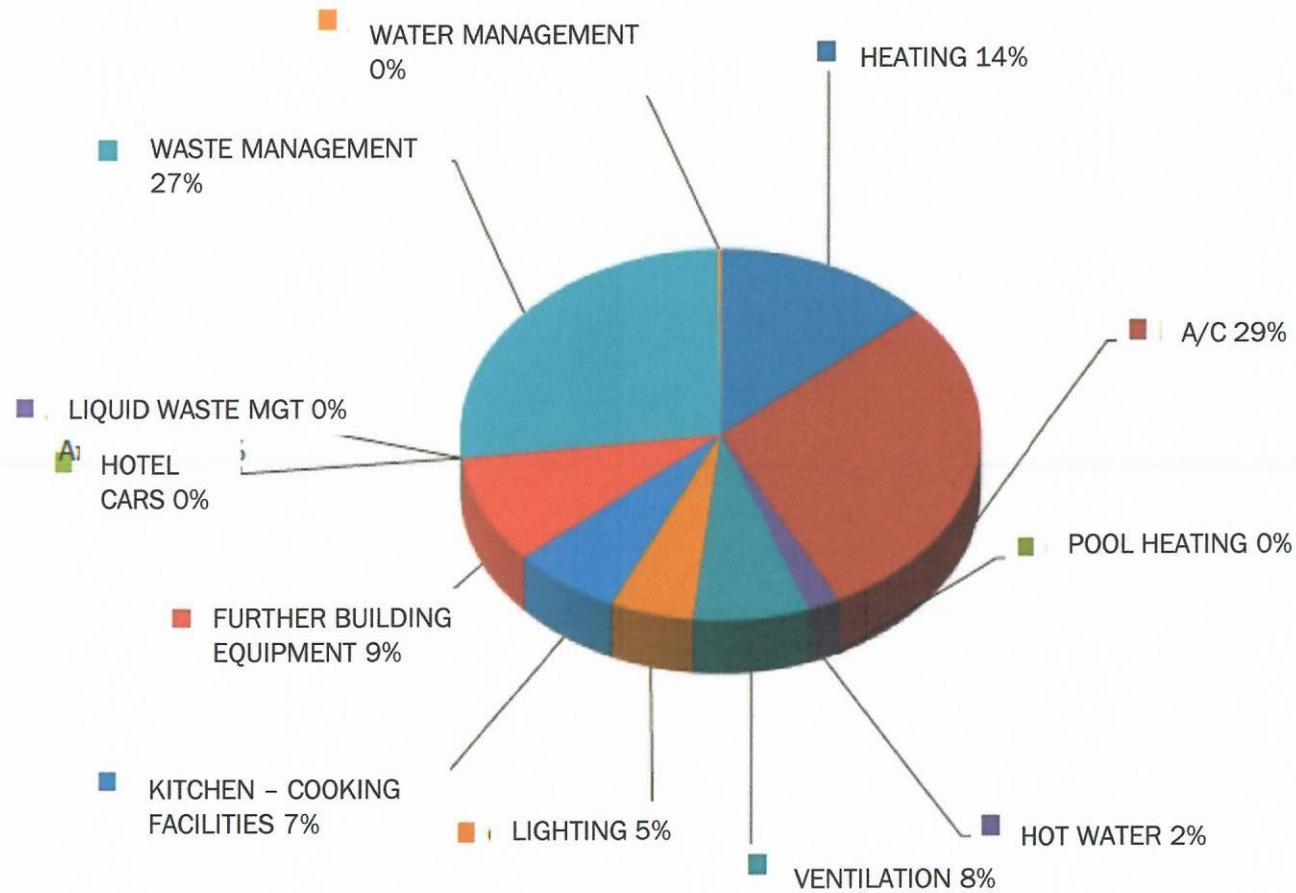
CarbonTour



Project co-funded by LIFE+, the EU  
financial instrument for the environment  
LIFE08 ENVIGR-000297



# Normalized total CO<sub>2</sub> emissions



CO<sub>2</sub>

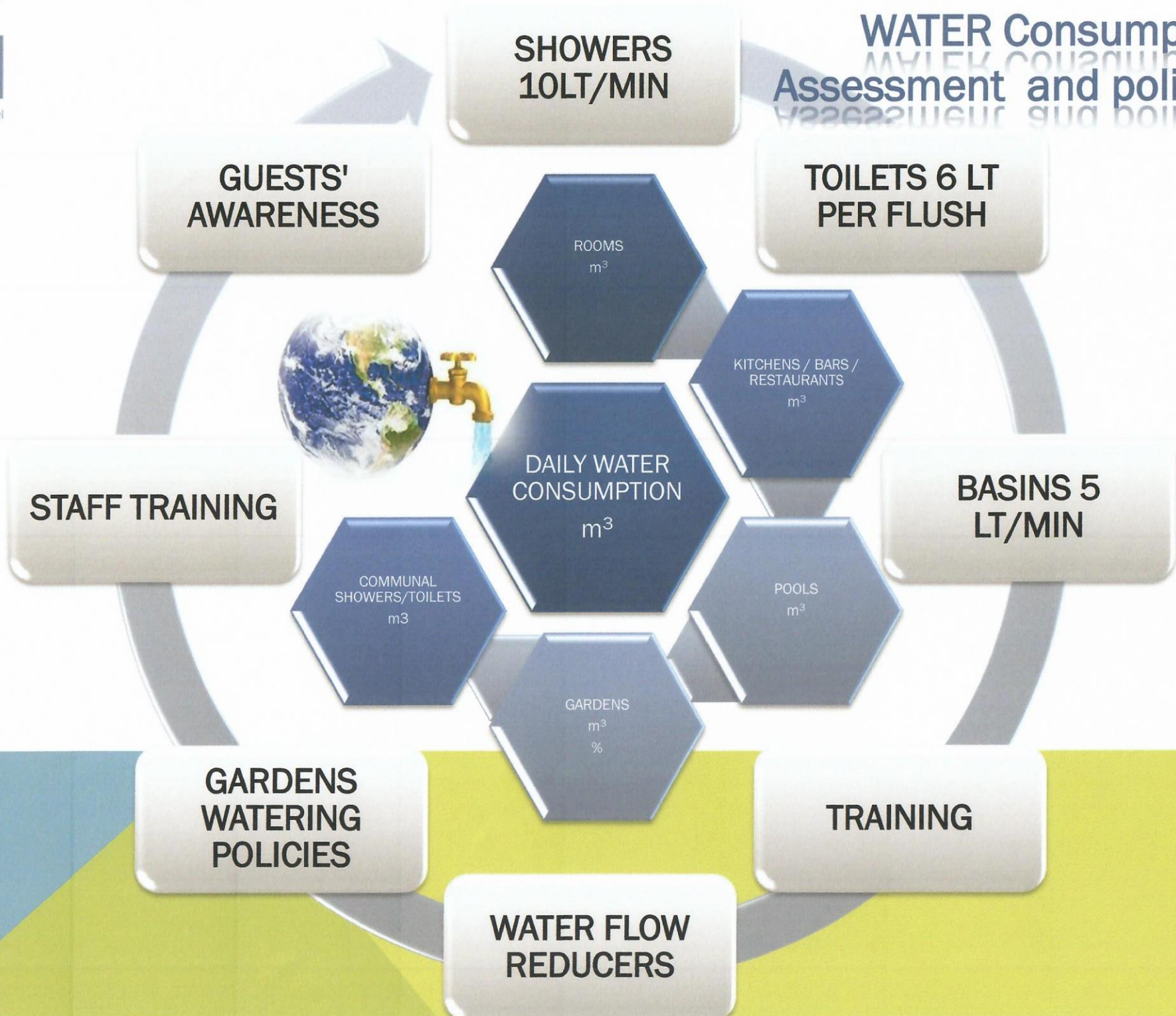
# WATER CONSUMPTION



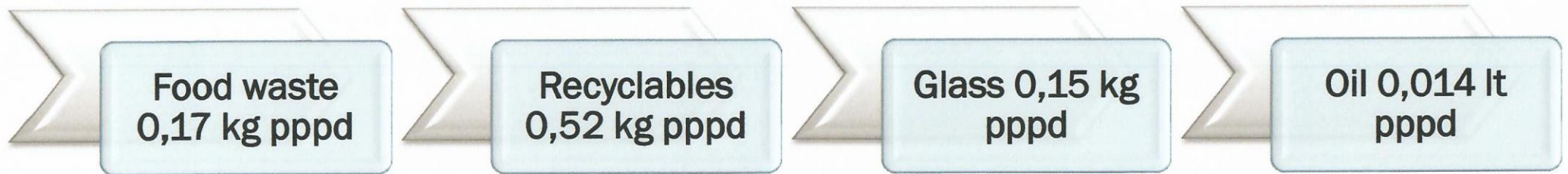
*Again we noted a further decrease in 2019 vs 2018. Again training, commitment and good practices in place proved to be fruitful .*



# WATER Consumption Assessment and policies



## 2019 ACTUAL



## 2020 TARGETS





## IMPLEMENTED:

- No straw policy
- Recycling bins in all guest and staff areas
- Anything that may be recycled is recycled
- 2 Training programmes of supervisory staff on Sustainability and Environmental MGT
- Recycling of Paper, cartons, PMD, cooking oil, batteries, organic waste, toners
- Awareness campaigns

@NO STRAW

@WORLD ENVIRONMENT DAY

@WORLD TOURISM DAY



# WASTE – Recycling Management



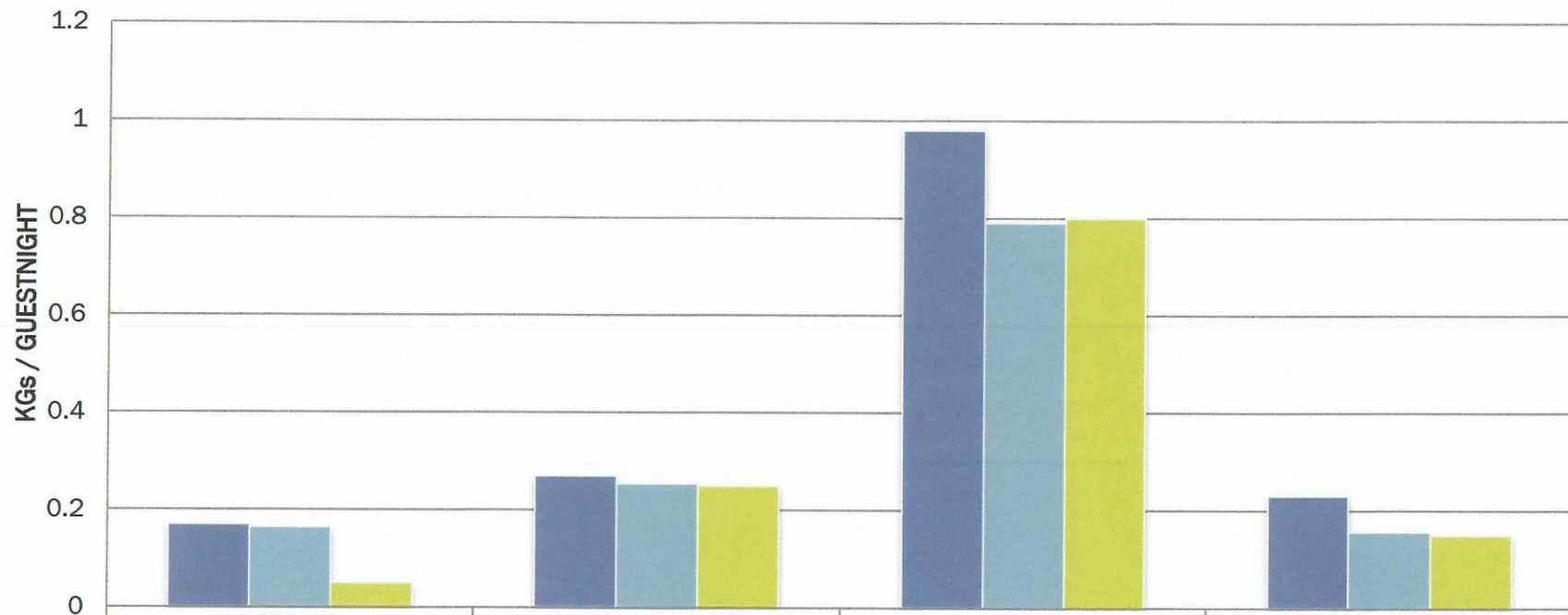
## AIMING:

- Single use plastic elimination
- Replacement of plastic bags with paper bags
- Soap and shampoo dispensers in guest rooms
- Water fridges in public areas





## CHEMICALS CONSUMPTION LT/GUESTNIGHT 2018-2019 2020 TARGETS



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





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



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 2019**

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

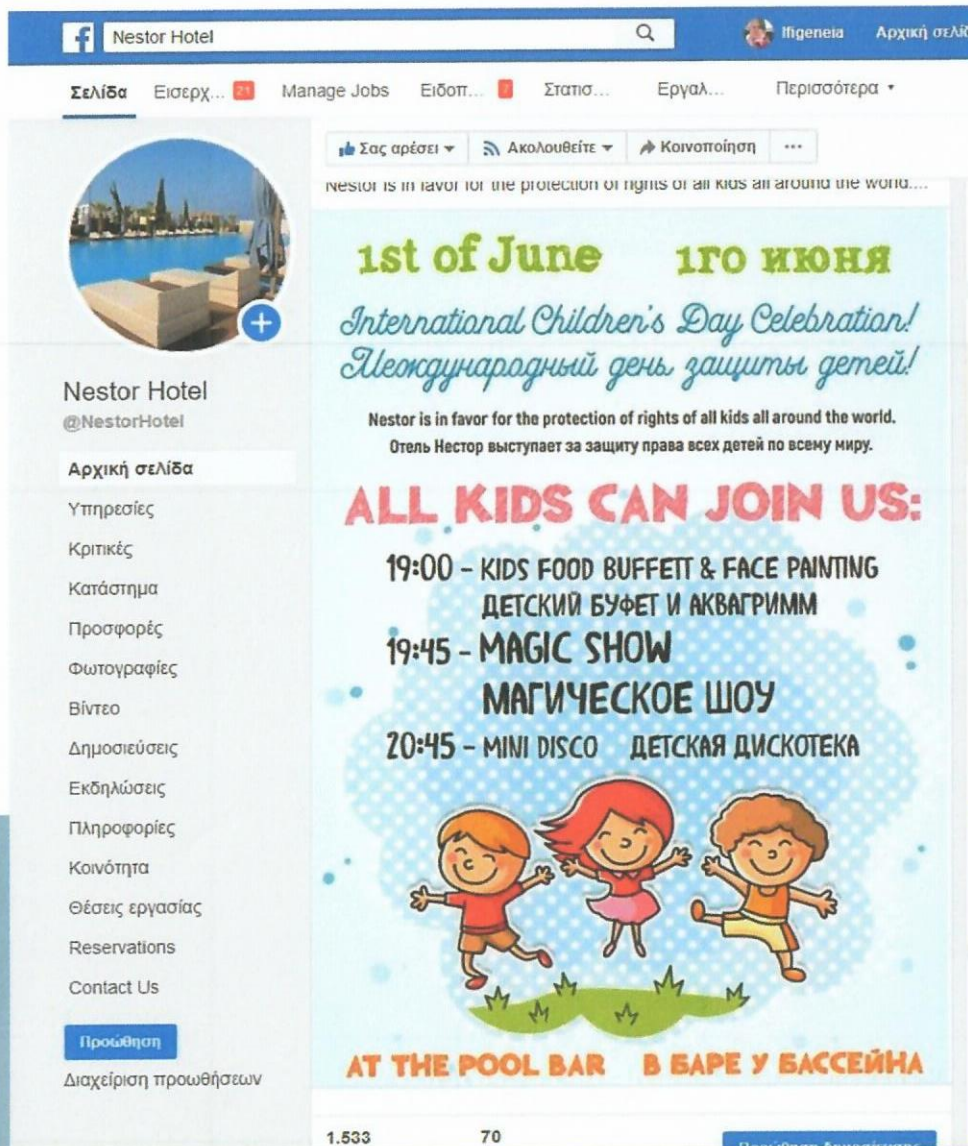
Promoting places of interest in Cyprus through our web page





## Children's Rights Awareness Campaign

## Our Children's Protection Policy



**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 BUFFET & 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**

	CHILD PROTECTION POLICY / ΠΟΛΙΤΙΚΗ ΠΡΟΣΤΑΣΙΑΣ ΠΑΙΔΙΩΝ	Issue: 1 Issue Date: 01/04/2018
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Nestor Hotel strongly believes that no child or young person should experience abuse either physical or emotional or sexual, neglect or exploitation of any kind. Thus in accordance with the UN Convention on the Rights of Children we are committed in respecting and safeguarding all children and young people under the age of 18 who stay in our property as well as those who work or live in our locality, ensuring that they are protected from all forms of abuse, exploitation or neglect.

We believe that:

- The welfare of children or young persons is paramount
- All children or young people under the age of 18 have a right to equal protection from abuse, neglect or exploitation, irrespective of their age, disability, gender, race, religious belief, sexual orientation or sexuality.

We will keep children and young people safe by:

- Valuing as well as listening to respecting them
- Training our staff on the meaning of this policy and our Safeguarding Children procedure so that they are sensitive to the signs of child abuse, neglect or exploitation and are aware of the actions they need to take to safeguard a child that they suspect may be at risk in or around our property
- Promoting our Safeguarding Policy to our suppliers, sub-contractors and guests so that they can support our commitments.
- Sharing our concerns about vulnerable children or young people with local child protection organizations and law enforcement, so that we always act in their best interests.

████

*In October 2019 our Hotel welcomed 20 children from a regional school for children with special needs and offered an enjoyable day with a 4 star experience for our little guests!*



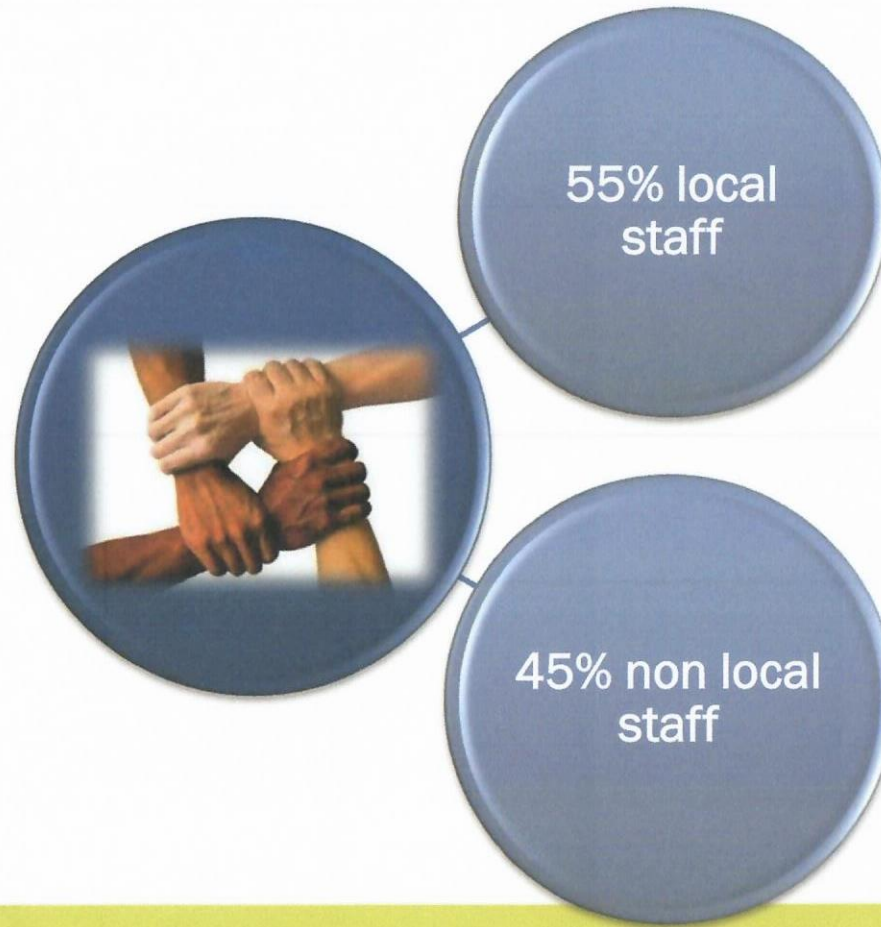


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# Fair Employment - Local Employment

## 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.*





# Guest Satisfaction Questionnaires on Hotel's Environmental Performance

Through a 2 month sample of 476 internal guest questionnaires during the months of August and September 2019!

INTERNAL  
CSQs



2019  
85.34%

2020  
target 90%

*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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