

# Penera Beach Hotel



## SUSTAINABILITY REPORT 2016

**Prepared by:** Charalambos Constantinou, Assistant Manager in Co-operation with Panayiotis Constantinou, General Manager

**Date:** 05/01/2017

# Table of contents

## Table of contents

1.0 Introduction .....	3
2.0 Presentation of the Hotel Facilities.....	4
3.0 Sustainability Commitment .....	5
4.0 Environmental Targets set .....	5
5.0 Environmental Aspects and Consumption .....	6-13
6.0 Labour and Human Rights .....	14
7.0 Community and Social Activities .....	15-16
8.0 Hotel Performance / Guest Satisfaction .....	16-17
9.0 General Comments .....	17-18

# 1.0 Introduction

The Perner Beach Hotel Resort is proud to be among the finest hotels in Protaras. It has grown from humble beginnings on the principle that quality services is at the core of how we do business. Our commitment to serve our associates, customers, environment, and communities forms a vibrant culture, a robust business and generates a strong community. In order to become environmentally and financially sustainable we engage in practises with the support of our management and team associates which results in a continual improvement of our performance in vital areas of the hotel.

We ensure environment initiatives impact the guest experience in a positive way and support initiatives in the local community, communicating and celebrating environmental achievements.

At Perner Beach Hotel we work every day so that our Hotel is becoming more responsible with the environment and the community.

## **2.0 Presentation of the Hotel Facilities**

The Perner Beach Hotel is rightfully proud to be among the finest hotels in the Protaras holiday resort on the south eastern coast of Cyprus.

Situated in Perner, a small and peaceful tourist area on the outskirts of Protaras, the Perner Beach Hotel commands an idyllic position overlooking the Perner bay with its golden sand and crystal clear waters.

A family-owned and run hotel, it has grown from humble beginnings with continual enlargements and modernisations to become the 235-rooms, exceptionally comfortable hotel of today. We are officially rated a 3-star deluxe hotel, but our facilities and service are rated by all the top tour operators as 4-star+.

Now on an 'All Inclusive Basis', the hotel offers a variety of top class facilities, with four restaurants, three bars, two outdoor and one indoor pools, a fully-equipped SPA and various other entertainment facilities.

More facilities are to be found in the Perner area just a 5-minute walk away from the hotel, including a selection of restaurants, bars and fun parks. The larger resort of Protaras is 3km away, while the even larger and livelier resort of Ayia Napa is 15km away.

### **3.0 Sustainability Commitment**

Whilst we strive to enhance the quality of our guest's stay and ensure they take home memorable experiences, we do all that with respect to the local environment and we manage our impacts for the benefit of the local community in which we operate. We are committed to measuring and managing those impacts by:

- Implementing sound environmental practices in our day to day operations
- Endeavouring to reduce our use of energy and water, and re-use and recycle the resources consumed by our business wherever practical
- Encouraging the development and integration of sustainable technologies including renewable energy
- Monitoring and measuring our environmental performance on a monthly basis
- Engaging our customers, employees, suppliers and contractors in our efforts to protect the environment.
- Providing the necessary resources to meet our objectives and targets set and ongoing training for our staff on environmental, social and health & safety issues
- Communicating our policies, practices and programmes to all our stakeholders

The Hotel's Sustainability Management System is based on the Travelife requirements.

### **4.0 Sustainability Targets set**

The environmental targets set for 2016-2017 (till May) are monitored and appropriate measures are taken.

The targets set on the Environmental Plan for 2016-2017 using as a base 2015 are:

- Reduce energy consumption by 3%
- Reduce water consumption by 3%
- Reduce waste output by 3 %
- Reduce the petrol use by 70%
- Reduce the use of chemical use by 2%
- To increase sales turnover by at least 3%
- To increase labor productivity by at least 3%

## **5.0 Environmental Aspects and Consumption**

### **5.1 Electricity Consumption**

The energy is supplied by the Electricity Authority of Cyprus and is primarily used for lighting, heating and cooling and the running of the hotel equipment i.e. Laundry equipment, kitchen equipment, fridges and freezers, office equipment etc.

The figures below are for the months of April to October when the Hotel is in operation.

	2015	2016	2017(target)
Electricity (kWh)	1039565	860527	834711.19
Per Guest Night (kWh)	23.37	18.84	18.76

Energy consumption has been reduced by using Renewable energy using more solar energy and heat/recovery systems for heating and cooling. More specifically we have replaced all our aluminum balcony doors & windows with insulated thermal aluminum and glass. We have also replaced our main chiller and we are using geothermal system with an accessory of total heat recovery. Finally we have replaced 95% of our lights with LED high efficiency lights & bulbs.

For 2016 the target has been achieved as the consumption up to date was 75,6571 kWh less than 2015, the cost moneywise went down due to the reductions in the electricity bill as well. For the year 2017 we aim to minimize even more energy consumption by removing nearly all air-condition split units.

### **Energy Assessment**

**Based on the energy load calculations and the energy assessment prepared, we list below the total load per area:**

#### **AREA DESCRIPTION RUNNING LOADS PERCENTAGE PER MONTH**

- 1. COOLING** FROM MAIN CHILLERS 64800 KW 29%
- 2. ROOMS** 81075KW 37%
- 3. LIGHTING** 15320KW 7%
- 4. EQUIPMENT / APPLIANCES** 36782KW 16%
- 5. PUBLIC AREAS** 23634kw 11%

## 5.2 Diesel Consumption

The Hotel maintains a tank for the storage of Diesel of total capacity 4000 Lt. Diesel is supplied by EKO Petroleum Company and is primarily used for the boilers for heating water.

	2015	2016	2017 (target)
Diesel (kWh)	255580	216050	64815
Per Guest Night (kWh)	5.75	4.73	1.46

Comparing 2016 to 2015 there is a dramatical decrease in consumption with a saving of 151,235 liters of petrol. The decrease in consumption is mainly due to the installation of vacuum-tube solar panels on the roof of the hotel. We have reduced the diesel consumption for 2016 since on the 5<sup>th</sup> of September we have managed to replace our main boiler for the laundry and we now use gas which is more efficient and less pollutive.

## 5.3 Gas Consumption (LPG)

The Hotel maintains a tank for the storage of gas of total capacity 8,000 Lt. Gas which is supplied by EKO and is primarily used in the kitchens and Laundry equipment.

	2015	2016	2017 (target)
Gas (KW)	142229	182208	309753.6
Per Guest Night (kWh)	3.20	3.99	6.98

Consumption of gas for 2015 was increased in comparison with 2016 because the hotel commends operating a month earlier. Moreover, we expect a further increase in gas consumption due to new laundry gas boiler installed in September 2016. Nevertheless, by increasing the gas consumption and decreasing the diesel is not a disadvantage because it automatically makes the hotel much more environmentally sustainable and efficient which is one of our goals and priorities.

## 5.4 Total Energy Consumption

In the following table the total energy consumption is calculated in terms of kWh / guest night. This provides a clearer picture for the total energy consumption. In 2015 we had a substantial increase in comparison to 2014. On the other hand, we have managed to decrease electricity and petrol consumption by 2016 and we aim to decrease it even more in 2017.

	2015	2016	2017 (target)
Electricity	1039565	860527	834711.19
Diesel	255580	216050	64815
Gas	142229	182208	280000
Per Guest Night (kWh)	32.32	27.56	26.51

#### Recommendations for improvement

- Continue training of personnel
- Keep advertising our energy saving policies to our guests
- Install more electricity meters in order to monitor consumption
- All lamps will be replaced with led lighting
- All new equipment purchased will be with energy saving features
- Monitor the internal public areas at night time.

#### 5.5 Water Consumption

	2015	2016	2017 (target)
Fresh Water (Tons)	25 305.00	15209.00	14752.73
TOTAL WATER (M <sup>3</sup> ) / GUEST NIGHT	0.57	0.33	0.32
Recycled Water Only for Gardens Yearly Total consumption (Tons)	450.00	484.00	469.48

The Hotel is supplied with fresh water from the Municipality for use in the rooms, kitchen areas, hygiene areas, swimming pools and other outlets of the Hotel. Recycled water from the WDD TAY is used for watering the gardens.

Whilst we had an increase in the consumption of water due to the fact we have build two new swimming pools, overall we had a substantial decrease because we have installed shower restrictors / aerators in showers /taps and water saving devices in the toilets. Efforts have been made to reduce the consumption even more with information provided to quests and staff. By 2017 we aim to reduce Water consumption even more by utilizing our well and by making staff and chef well more aware to water saving.



## Water Assessment

### **FOR THE YEAR 2016**

Measurements are for August 2016

Total **Water consumption** was **4266** tons of water.

### **BREAKDOWN OF WATER PER VARIOUS LOCATIONS**

1. **ROOMS:** 2115 - 50% TOTAL CONSUMPTION
2. **PUBLIC AREAS** (Kitchen, Bar, Spa): 1317 31%
3. **POOLS:** 384 9%
4. **LAUNDRY:** 450 10%

### **RECOMMENDATIONS FOR IMPROVEMENTS:**

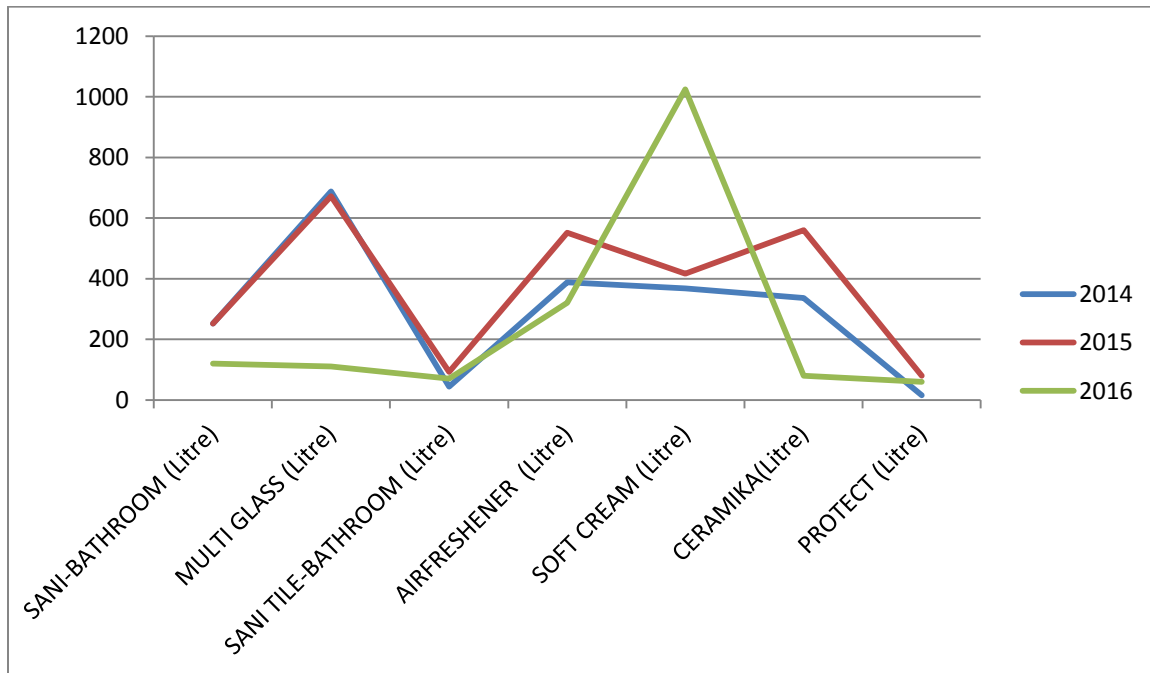
- More closer monitoring and training of staff in order to reduce consumption.
- Chemical analysis of the recycle water / Legionella analysis should be done once a year

## 5.6 Chemical Consumption

The Hotel uses chemicals for cleaning purposes, maintenance, chemical spraying in the gardens and the swimming pools. Every effort is made to buy bulk quantities and to return the plastic containers to the suppliers.

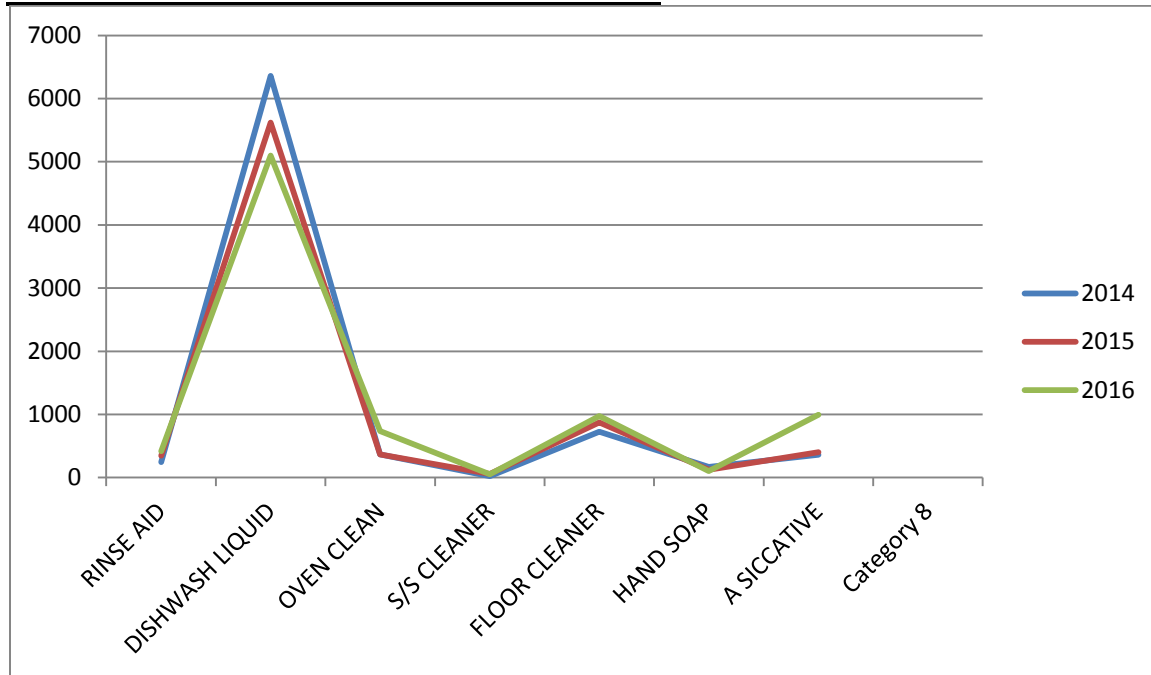
The consumption of chemicals by brand is attached.

The consumption for 2015 is better than 2014, which was even better than 2013 as far as **Housekeeping**. See attachment.



	2014	2015	2016
SANI-BATHROOM (Litre)	252	252	120
MULTI GLASS (Litre)	688	672	110
SANI TILE-BATHROOM (Litre)	44	92	70
AIRFRESHENER (Litre)	388	552	320
SOFT CREAM (Litre)	368	416	1024
CERAMIKA(Litre)	336	560	80
PROTECT (Litre)	15	80	60

## CONSUMPTION OF CHEMICALS: KITCHEN



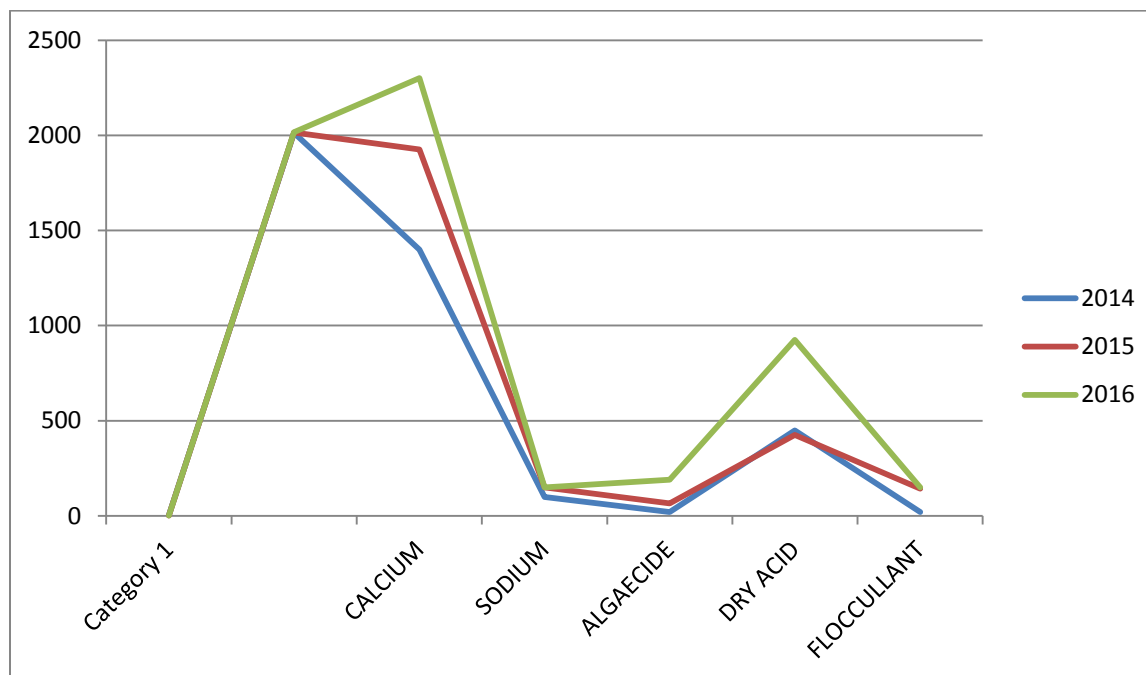
	2014	2015	2016
RINSE AID	246	344	415
DISHWASH LIQUID	6360	5620	5100
OVEN CLEAN	368	368	736
S/S CLEANER	21	59	54
FLOOR CLEANER	728	872	976
HAND SOAP	170	124	104
A SICCATIVE	360	400	995

Related to the chemical consumption in the **Kitchen** a saving factor has been achieved but in some items there was uncontrollable consumption like the Esteem liquid due to the various problems faced with the dishwashing machine during the year.

As far as the consumption of chemicals in the **Gardens** this year was an exceptional year with many plant diseases (not only with the Palm trees, but also with the other trees). It seems chemicals used nowadays are not as effective as in the past and we have to spray at least once a month general pesticide all over the complex.

	2014	2015	2016
Maintenance expenses	170,000	203,000	160,000 Up to September

## Chemical Consumption /Maintenance Department



	2014	2015	2016
CALCIUM	1400	1925	2300
SODIUM	100	150	150
ALGAECIDE	20	65	190
DRY ACID	450	425	925
FLOCCULLANT	20	143	150

Related to the chemical consumption in the **Maintenance department**, maintenance costs were increased by 5% and as well the chemical consumption cost by 5%.

Big savings can be achieved in the chemical use by proper supervision and control. Costs have increased due to the increase in room as well as the number of swimming pools.

### **5.7 Solid and Liquid waste**



Any liquid and solid waste resulting from the Hotel's operations are separated and handled by approved licensed suppliers. All solid waste is separated and collected by licensed recyclers. The recycling program used to be implemented in co-operation of the Green Dot. In 2016 the responsibility for the recycling has passed on Municipality. In order to save paper and promote recycling we will increase our digital presence and guest relation on the matter. In September 2016 the hotel started analyzing the figures from recycling our waste and by the end of the year a table will be produced to have an estimate of what we have recycled.

**RECYCLING 2016**

	<b>September</b>	<b>October</b>	<b>November</b>								
<b>Plastic(kg)</b>	200	150	60								
<b>Paper(kg)</b>	250	220	80								
<b>Glass (kg)</b>	500	500	200								

**RECYCLING OF OTHER HAZARDOUS ITEMS**

OTHER RECYCLED ITEMS (HAZARDOUS)	Authorized Recycler	2014	2015	2016
BATTERIES (pieces)	Afes Cyprus Ltd	20KG	60KG	20KG
INK/TONER (pieces)	Telly Recycling	30	50	40
LAMPS (pieces)	IESC Ltd	20KG	26KG	10KG
USED OIL (liters)	Panpap	1000	1070	1040

## **6.0 Labour and Human Rights**

The Perner Beach Hotel has devoted time and money to protect and safe guard human rights for those employed in the Hotel. Through its long history the hotel has undertaken numerous seminars and other training programs both in management and lower level with the target of creating professional employees, working in a respectable environment , where human rights are recognised

We are an equal opportunity employer and as mentioned above we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate. An important factor and proof of our policy is the low employee turnover, the long lasting employment of the majority of our employees despite the hotel that we are operating on a seasonal basis.

All new employees are informed before they start work about the terms and conditions of their employment, including pay and welfare arrangements.

At the Perner Beach hotel we give the best possible opportunity for staff to exchange their knowledge and to prove their talents. In this way we upgrade the quality and the standard of our employees as well as our establishments. We try to keep discrimination at its lowest level and in the mean time we give employment opportunities to locals as means of support to the community where we belong.

Furthermore, in order to give clear procedures and instructions to our staff with the target of protecting and securing their health and safety we have for long time implemented management systems such as ISO,HACCP, Risk Assessment and travel life which contributes to minimizing accidents, injuries and reduces the loss of work due to such issues.

Out of the 100 employees we employ in 2015 we had only 42 days lost due to accidents and injury.

Employees	2013	2014	2015	2016
Male Employees	47	54	75	73
Female Employees	56	61	76	78
Local Staff	59	77	81	76
Other nationalities	44	38	70	75

Whilst we encourage non-discrimination, we employ a large number of local people, in order to support the local community where the Hotel operates.

## **7.0 Community and Social Activities**

Being a hotel owner by a local family, we have the community and social events high in our agenda. We contribute in many social and community activities not only with donations but with the organization of in house social events almost on a yearly basis. It is needless to say that we are also supporting almost all local activities promoting our culture, customs and traditions.

Supporting evidence for our hotel's activities is the community /social activity table. Purchasing goods and services locally is also a priority for us. During 2015 we have achieved 15% local purchases and it is our target to increase this amount to 18% by the end of 2016.



### **COMMUNITY AND CHARITY ACTIVITY TABLE**

<b>D.SKAROS ENTERPRISES LTD</b>	<b>DATE</b>	<b>EVENT/ACTIVITY</b>	<b>DETAILS</b>	<b>EXPENDITURE</b>
	28/02/2014	AYIA NAPA FOREST GOLF		684.00
	04/04/2014 17/04/2014	PEO RAFFLES TICKETS PANKYPRIOS SYNDESMOS EFEDRON		50.00 30.00
	02/07/2014 24/07/2014	DONATION PEO RAFFLES TICKETS	IERA MITROPOLI KONSTANTIAS	2000.00 50.00
	30/10/2014	OFFER	STAFF PARTY	300.00
	23/11/2014	DONATION	SINDESMOS FILWN NEFROPATHON	60.00
	03/12/2014	DONATION	MITROPOLI KONSTANTIAS	50.00
	09/12/2014 12/12/2014	EXPENSES STEFANIA		180.00 40.00
	01/05/2015	DONATION	SHDHKEK ELECTRICITY	50.00
	10/08/2015	DONATION		400.00
	23/09/2015	DONATION		300.00
	31/10/2015 31/10/2015 31/10/2015	DONATION PEO RAFFLE TICKETS PEO RAFFLE	ANTICANCER FASHION SHOW	1330.00 50.00 50.00

		TICKETS		
	04/11/2015 18/11/2015	AEOLOS TRAVEL SEK UNION		248.00 50.00
	15/01/2016	STEFANI		30.00
	03/02/2016	SYNEDRIO		84.00
	16/09/2016	DONATION		500.00

## **8.0 Hotel Performance / Guest Satisfaction**

The Hotel meets all its legal and contractual requirements and it is planned for next year to implement an Integrated Management System in line with ISO 9001 and ISO 22000 including legal requirements for health and safety.

As a means of promoting our sustainability programs and achievements we promote them on our website and social media as well as our environmental corner of the hotel. Leaflets are also provided to guests during Check INS and are visible on our guest information board. Hotel staff at the reception also have the duty to give out information about local culture, customs and traditions to guests. Our housekeeping department also has the obligation to supply such information in our hotel rooms.

We at Perneria beach hotel evaluate all our services available to guests and we pay a lot of attention to comments and suggestions made. Our most indicative measure is the hotels questioners which are given to the client a day prior to departure.

Additionally we give separate questioners for our al carte restaurants and our SPA. Moreover, we receive questioners from some of our tour operators which evaluate us separately for their specific market. All questioners are evaluated and discussed during the weekly management meetings which include the manager and all the head departments.

Based on the findings of all these questioners for the period April to October guests score the hotel as follows. This evaluation and assessment process helps us to improve even more our scores and we set targets for all departments which are analyzed as follows:

Description	2014	Target	2015	Target	2016	Target
<b><u>General:</u></b>						
Hotel Overall	90.07%	90	90.48%	90.5	90.68%	90.5
Hotel Location	90.52%	9.5	90.56%	90.5	91.06%	91
<b><u>Reception:</u></b>						
Service	92.99%	93	94.47%	94	93.91%	94



Welcome	92.91%	93	94.80%	94	93.85%	94
Efficiency - Promptness	92.51%	93	94.21%	94	94.01%	94
<b><u>Housekeeping:</u></b>						
Maid Service	91.53%	91	92.31%	91	92.71%	92
Room Cleanliness	91.22%	91	92.47%	91	92.41%	92
Room Comfort	89.69%	90	90.73%	90	90.38%	90
Cleanliness of Public Areas	90.92%	90	91.18%	90	91.25%	90
<b><u>Food:</u></b>						
Breakfast Composition Variety	87.93%	87	89.04%	88	89.04%	89
Breakfast Food Quality	88.62%	88	89.53%	88	90.20%	90
Lunch Buffet Quality in Taverna	87.44%	87	87.69%	87	87.75%	87
Lunch Snacks Pool Bar Quality	86.18%	86	83.70%	86	85.30%	84
Lunch/Dinner A La Carte Quality Rest/Tav	88.93%	88	89.78%	88	89.36%	89
Dinner Buffet Quality	88.37%	88	87.78%	88	87.87%	88
<b><u>Service:</u></b>						
Breakfast Waiter Service	93.05%	93	94.96%	94	94.56%	94
Breakfast Efficiency - Promptness	92.97%	93	94.55%	94	94.23%	94
Restaurant/Taverna Waiter Service	93.29%	93	94.53%	94	93.90%	94
Restaurant/Taverna Efficiency- Promptness	93.24%	93	94.03%	94	93.86%	94
Bar Waiter Service (Pool Bar)	93.24%	93	94.18%	94	94.70%	94
Bar Efficiency-Promptness (Pool Bar)	93.46%	93	94.22%	94	94.61%	94
<b><u>Atmosphere:</u></b>						
Breakfast Room Atmosphere	90.54%	90	91.36%	91	91.15%	91
Restaurant/Taverna Atmosphere	91.03%	90	91.65%	91	90.22%	91
Bar Atmosphere (Pool Bar)	90.54%	90	91.20%	91	90.73%	91
<b><u>Entertainment:</u></b>						
Animation Team	85.37%	85	87.88%	86	85.92%	86
Daily Activities	83.83%	83	86.54%	84	82.97%	84
Evening Entertainment Shows	80.33%	80	84.05%	80	82.05%	80
Evening Entertainment Participation	80.27%	80	83.39%	80	81.50%	80

## 9.0 General Comments

Environmental issues are a topic discussed and updated in all head departments meetings. During our last head departments meeting the new environmental law relating to beaches was discussed. All beaches in our district are the responsibility of the new municipality. We have discussed, analyzed and evaluated the compliance with the law and some suggestions have been raised.

All targets set up have been discussed and some suggestions were noted and will be implemented soon.

We have also expressed our commitment in improving our working relation as well as environmental issues with the local community a summary with our community activity report was presented and discussed.

Special efforts was made regarding our kitchen purchasing policy and the F&B manager analyzed our fresh produced purchases from local suppliers and has informed us that we have this year exceeded the 18% target of the hotel's purchases in fresh products.

Charity activities have been analyzed and due to our commitment and large support our target has already been completed.


We have discussed our environmental program which was updated and revised for 2017-2018.

### **ADDITIONAL SUSTAINABILITY ACTIVITIES AT THE Perner Beach Hotel:**

1. Have installed aviators on all tabs to reduce water consumption.
2. Have installed water dispensers in all public areas to provide our guests with high quality water and reduce the use of plastic bottles.
3. Have installed vacuum tube solar panels on the roof of the hotel and managed to secure 90% of the hot water needs and have minimized the hotel's diesel consumption.
4. Have replaced all aluminium balcony doors and windows in rooms and public areas with insulated thermal aluminium and glass.
5. We have replaced our main chiller and we are now using a geothermal system with an accessory of total heat recovery.
6. We have replaced 95% of our lights with LED high efficiency lights and bulbs.
7. All the chemicals we are using for spraying in the garden and for all cleaning purposes in the hotel are ecologically friendly.
8. For a long time now we recycle our waste and all our staff have significant involvement in its success.
9. We have installed eye detection water fountains in all public toilets.
10. We have installed eye detection lights in public toilets as well as other public areas.

Perner Beach hotel is committed to further reduce its impact on the environment and the local community by taking initiatives in support of the environmental improvement and sustainable development, whilst ensuring the guests satisfaction.

It is our intention to increase our efforts and get everybody involved in order to ensure a sustainable future.

Approved by:   
General Manager

D. SKAROS ENTERPRISES LTD

05/1/2017