



Sustainability Report 2023

Sunprime Ayia Napa Spa & Suites

Prepared by: Michalis Christofinis, Duty Manager

Date: 2.9.2024

# Introduction to our Business

Sunprime Ayia Napa, offers upscale hospitality services, targeting holidaymakers aged 16 and over, who appreciate peace and comfort. The hotel offers a calm atmosphere and comfortable and modern décor. Here our guests can forget their everyday stress, sit back, relax and enjoy a wonderful holiday. It operates seasonally from early April to end of October.

**Owned and operated by:** Argestis Ltd

**Classification:** Class A'

**Location:** 16, Ayias Mavis Street, Ayia Napa 5342 Ammochostos

Completely renovated in 2012. Addition of a new block (16 suites) in 2017.

**Sunprime suites:** 117 suites accommodating one or two people (three prime suite terrace garden view, four prime suite terrace for handicap garden view, fourteen prime suite balcony garden view, six prime suite with pool access, ten prime suite with pool view, sixteen junior suite garden view terrace, fifteen junior suite garden view balcony, twelve junior suite with pool view terrace, sixteen junior suite with pool view balcony, four junior suite with pool access, one junior suite with private pool.

**Restaurant:** Appreciating the good life. The décor is modern and friendly, the atmosphere relaxed and the food delicious.

**Sunprime fitness & gym:** Guests take time to exercise with professional fitness classes such as yoga and Pilates or visit the gym for individual exercise.

**Our Sustainability management system is based on the Travelife requirements supported by a food safety system and an occupational safety management system. The hotel was awarded the Travelife Gold Award in 2015.**

**The hotel's sustainability team is led by the General Manager with the assistance of the Heads of Departments.**

**In the following pages you can read about our activities related to the environment and the local community focusing to a sustainable tourism product and aiming to provide excellent guest services.**

# Environmental Highlights

## ENERGY

Insulated guest blocks and main building roofs.

Light sensors for main building basement corridors and public toilets. Adjustable light timers for open areas and guest block corridors.

Airconditioning systems in guest suites operate only with closed balcony doors.

Guest suites electric circuit operates with key card and turns off one minute after it is removed.

Night Receptionist or manager checks for turned on lights and equipment.

New electric equipment for blocks 13, 14 and new offices is A/A+/A++ energy consumption.

LED lamps are repaired and returned for reuse. Other types are recycled.

LED and economy type lamps cover 95% of the hotel.

Batteries are tested every autumn before closing and removed from appliances.

## WATER

Water reducers are fitted in taps and showers and water flow is adjusted for reducing the water flow while maintaining the pressure.

Water flow in guest and public areas is less than 5ltr/min for basins and less than 10ltr/min for showers.

Toilet flushes are adjusted to less than 6lt of water per flush. Gardens are irrigated during night hours to avoid water evaporation from the hot summer sun.

Daily, parking lot, swimming pool area and other areas are swept without use of water.

## Environmental Highlights

Regular checks for water leakages are recorded and mentioned to the maintenance department for immediate repair.

### CHEMICALS

Room linen is changed every three days (twice a week) except if bath and hand towels are placed in a laundry bag. Furthermore, a guest may use the "Your Environmentally Friendly Holiday" Card which means "I do not want my room to be cleaned today".

Pool towels are changed once a week. If the guest wants to replace it earlier then it can be asked at the Reception.

All private swimming pools, instead of chemicals salt is used.

We are using ecolabel cleaning products.

### WASTE

#### We use: Reduce-Reuse-Recycle

Sorting of waste into eleven categories (Organic waste, paper, glass, PMD, plastic, metal, wood, electronic/electric, toners and cooking oil). Sorting stations are placed in all departments.

Recycling bins available in all guest rooms. Sorting stations are placed in visible and accessible locations for the customers.

We buy bulk and larger packages such products include shampoos, soaps, shower caps, and breakfast portions such as butter. Serve bulk breakfast items (jam, yogurt).

Monitor food waste. Accurate food production planning based on occupancy. Leftover quantities served at employees. Use leftovers to produce other food (beef and chicken for salads and fish for fish cakes). Recycling of organic waste. Use "Reducing and Managing Food Waste in Hotels" guidelines.

We charge the bags in our Mini Market and they are at our guests' disposal to buy.

Repair, reuse or donate used linen.

# Environmental Highlights

## **PURCHASING**

Purchasing of construction materials and all kinds in general are based on environmental criteria thus minimizing the impact to the environment without compromising the comfort stay of our guests.

## **AWARENESS**

At Sunprime Ayia Napa we try to raise awareness of environmental issues both internally and externally through a variety of educational and training initiatives. Our employees participate in sustainability and environmental sessions each year.

# Sustainability program

Our sustainability responsibilities arise from Sunprime Hotels and include:

- monitoring and controlling sustainability performance
- working with external sustainability organizations to further our knowledge and support best practice
- integrating sustainability processes into the day-to-day operations of our businesses
- protecting and treating all individuals fairly.
- protecting the children.

The Hotel Manager with the appointed Environmental coordinator and in cooperation with All the Management Team, are taking over the above responsibilities and implementing all relevant Initiatives.

They are also working together with local authorities and the individual actors and stakeholders in order to improve the awareness at the destination.

By convincing others to undertake similar plans, we intent to improve and to increase sustainable tourism in general.

# The Social Highlights

Social Responsibility issues have always played a major role when making decisions at Sunprime Ayia Napa. We buy local, we employ local, and we promote local traditions and products through our diversified range of services and our hotel activities. Understanding the nature and importance of Cyprus' cultural heritage is a necessary condition for making strategic decisions ensuring the proper implementation of CSR at our hotel.

Why is buying local so important?

## **Local food = local money**

Eating local means more money stays within our community. Every euro spent generates twice as much income for the local economy.

## **Local food is fresh**

Local produce is fresher and tastes better because it is usually sold within 24 hours of being picked.

## **Eating local is "green"**

Eating local reduces our carbon footprint. When our food doesn't travel long distances, we're promoting better air quality and reducing pollution.

## **Local food is seasonal**

Buying local food keeps us in touch with the seasons. Not everything is available all year round, meaning what grows is the most abundant, least expensive and at its peak.

Proper environmental management is vital. The hotel industry can be somehow harmful for the preservation of the environment. As a steppingstone, we should be able to accept this fact and look for ways to create and maintain the conditions under which humans and nature can exist in productive harmony.

Environmental sustainability is the ability to maintain rates of renewable resource harvest, pollution creation, and non-renewable resource depletion that can be continued indefinitely.

# The Social Highlights

Sustainable development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Tourism and travel affect not only the environment but also the local inhabitants at the destinations we travel to. To succeed in this effort, Sunprime Hotels has laid down four guidelines:

- Working conditions
- Child labour
- The environment
- Child sex tourism

## 1. Working conditions

We work towards working conditions that include:

- the freedom to join a trade union
- a minimum wage
- a good working environment
- regulated working hours

## 2. Child labour

We work towards:

- The prohibition of child labour (we accept no employees younger than the national law).

## 3. The environment

We will aim to:

- Influence partners to act in as environmentally conscious ways as possible in their activities (for example in the areas of energy, water and chemical consumption, and in waste separation)
- Reduce the amount of carbon emissions and waste at the destinations.
- Encourage a healthy development of tourism at the destinations
- Stimulate the use of local products and labour



# The Social Highlights

## 4. Child Protection from sexual abuse in tourism

We condemn all forms of sexual exploitation of children and support all laws to prevent and punish such offences. We have entered into an agreement with The Code to adopt and implement: "Code of conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism".

The Code of Conduct covers the following criteria:

- We have established a policy regarding commercial sexual
- exploitation of children
- We inform and train our staff
- We inform our travellers
- We add a clause to all our hotel contracts
- We inform local partners about our standpoint
- We annually report to the Code's international secretariat

**The next few years we are implementing a number of new initiatives throughout our operation to help us achieve our 2030 greenhouse gas emissions goal.**

**We encourage our valued guests, employees, suppliers and other interested parties to support us to support us with the delivery of our commitments and goals by following the reminders we have provided throughout the hotel about saving water and energy, as well as minimising waste.**

# Objectives and Outcome for 2023

YEARLY OBJECTIVES			
#	WHAT IS THE OBJECTIVE?	Performance	OUTCOME
1	Decrease energy consumption below 22.00 Kwh per guest night	<ul style="list-style-type: none"> <li>13.63 Kwh per guest night</li> </ul>	Achieved
2	Decrease water consumption to 509 lt per guest night	<ul style="list-style-type: none"> <li>411 lt per guest night</li> </ul>	Achieved
3	Decrease cleaning chemicals usage to <130ml/guest night.	<ul style="list-style-type: none"> <li>50 ml/guest night</li> </ul>	Achieved
4	Decrease pool chemicals usage to <100ml/guest night.	<ul style="list-style-type: none"> <li>97 ml/guest night</li> </ul>	Achieved
5	Increase employee awareness and involvement (4.0 training hours / employee, 1.0 sustainability tr. Hours / employee)	<ul style="list-style-type: none"> <li>6.0 and 1.5 respectively</li> </ul>	Achieved
6	>60% female employees	<ul style="list-style-type: none"> <li>71%</li> </ul>	Achieved
7	>40% local employees	<ul style="list-style-type: none"> <li>42%</li> </ul>	Achieved
8	47% local suppliers and 70% Cypriot good suppliers	<ul style="list-style-type: none"> <li>53% and 78% respectively.</li> </ul>	Achieved
9	37% local goods and 48% Cypriot goods	<ul style="list-style-type: none"> <li>42% and 54% respectively for 2021.</li> </ul>	Achieved
10	Increase guest's awareness and involvement. Organise weekly events.	<ul style="list-style-type: none"> <li>Weekly Cyprus Nights with music and dance show.</li> <li>Cyprus breakfast corner.</li> <li>Management cocktail party with local drinks.</li> <li>Local lemonade and fruits as welcome.</li> <li>Presentation - Room tv's</li> </ul>	Achieved
11	Get more involved with the local community.	<ul style="list-style-type: none"> <li>Weekly Cyprus Nights with music and dance show.</li> <li>Cyprus breakfast corner.</li> <li>Management cocktail party with local drinks.</li> <li>Local lemonade and fruits as welcome.</li> <li>Assisted charities, employees or local residents in need.</li> </ul>	Achieved

# Key Actions and Practices

This section presents some of the actions and implemented practices:

- Implement a preventive maintenance program, quickly respond to breakdowns, switch off appliances and lights, readjust time switches of public areas lighting, post signs, train personnel, when buying new equipment this to be A/A+/A++.
- A guest may use the "Your Environmentally Friendly Holiday" Card which means "I do not want my room to be cleaned today".
- Reduce the number of cleaning chemicals used, improve the control of dispensed quantities - use of dosimeters and monthly monitoring.
- Reduce the number of pool chemicals used, improve the control of dispensed quantities, daily monitoring.
- Awareness training to all employees and management, increase of departmental meetings, encourage employee feedback/ suggestions / comments.
- Environmental & Sustainability Info Package
- Retain and further attract local employees.
- Added new local food and ingredients at our breakfast and dinner.
- Increase collaboration, purchases and consumption of local and Cypriot suppliers and goods
- Employee handbook.
- Reuse and recycle: Plastic, wood, metal, lamps, inks, electric and electronic equipment, hazardous substances containers.
- Organise events to promote local culture, history and traditions and ensuring guests' participation. Provide more info to guest about Cyprus.

# Measuring and monitoring performance

## Environmental Performance

Energy Consumption (kWH / guest night)					
2018	2019	2020	2021	2022	2023
16.84	17.69	24.50	20.80	17.16	13.63

Water Consumption (L / guest night)					
2018	2019	2020	2021	2022	2023
0.493	0.444	0.551	0.409	0.421	0.411

Recycled solid waste (gr / guest night)					
2018	2019	2020	2021	2022	2023
246	268	214	249	274	319

Cleaning Chemical Consumption (ml / guest night)					
2018	2019	2020	2021	2022	2023
143	168	124	85	67	97

Maintenance Chemical Consumption (ml / guest night)					
2018	2019	2020	2021	2022	2023
70	111	122	68	70	50

# Measuring and monitoring performance

## Sustainability Performance

### Working with Local Suppliers

Year	Local suppliers (% of suppliers)	Cypriot Goods suppliers (% of suppliers)	Local goods (% of purchased goods)	Cypriot Goods (% of purchased goods)	Examples of local goods	Examples of green purchases
<b>2018 Base year</b>	52%	78%	35%	46%	Milk, cheese and other dairy products, fruits, wines, beer, soft drinks, bread. All services.	
<b>2019</b>	54%	80%	36%	47%	Milk, cheese and other dairy products, fruits, wines, beer, soft drinks, bread. All services.	
<b>2020</b>	47%	75%	37%	48%	Milk, cheese and other dairy products, fruits, wines, beer, soft drinks, bread. All services.	
<b>2021</b>	49%	77%	38%	49%	Milk, cheese and other dairy products, fruits and vegetables, frozen foods, wines, beer, soft drinks, bakery products, olive oil, spices, nuts and dry fruits. All services.	Ninety inverter type air conditions with friendly cooling gas and less energy consumption, 86 minibar fridges, one pastry oven
<b>2022</b>	53%	78%	39%	51%	Milk, cheese and other dairy products, fruits and vegetables, frozen foods, wines, beer, soft drinks, bakery products, olive oil, spices, nuts and dry fruits. All services.	Five heat pumps to reduce carbon emissions and save energy. Forty-eight inverter type air conditions with friendly cooling gas and less energy consumption.
<b>2023</b>	54%	78%	42%	54%	Milk, cheese and other dairy products, fruits and vegetables, <b>flours</b> , frozen foods, wines, beer, soft drinks, bakery products, olive oil, spices, nuts and dry fruits. All services.	Ten inverter type air conditions with friendly cooling gas and less energy consumption.

# Measuring and monitoring performance

## Supporting Local Community

Year	Actions and activities						
	Charity	Collaboration with local community	Promote local culture to guests	Environmental	Involving employees	Involving Guests	Biodiversity
2018	Monetary help to people in need.	Best student award Frenaros Lyceum	Weekly Cyprus Nights with music and dance show. Cyprus breakfast corner. Management cocktail party with local drinks. Free local drinks at swimming pool. Local lemonade and fruits as welcome.		Annual trip (visit to local winery and Lefkara village). Monetary help to employee in need.		
2019	Monetary help to people in need.	Best student award Frenaros Lyceum	Weekly Cyprus Nights with music and dance show. Cyprus breakfast corner. Management cocktail party with local drinks. Free local drinks at swimming pool. Local lemonade and fruits as welcome. Free accomodation to Thomas Cook guests (September 2019)		Monetary help to employee in need.		
2020	Monetary help to people in need.	Best student award 100€ Frenaros Lyceum	Weekly Cyprus Nights with music and dance show (9 & 10/2020). Cyprus breakfast corner. Management cocktail party with local drinks (9 & 10/2020). Local lemonade and fruits as welcome.				

# Measuring and monitoring performance

Year	Actions and activities						
	Charity	Collaboration with local community	Promote local culture to guests	Environmental	Involving employees	Involving Guests	Biodiversity
2021	Monetary help to people in need. Used refrigerators and furniture donated to local residents.	Best student award 100€ Frenaros Lyceum	Weekly Cyprus Nights with music and dance show. Cyprus breakfast corner. Management cocktail party with local drinks. Local lemonade and fruits as welcome.	Ninety inverter type air conditions with friendly cooling gas and less energy consumption.	Monetary help to employee in need. Used refrigerators and furniture donated to employees.		
2022	Monetary help to people in need. Used refrigerators and furniture donated to local residents.	Best student award 100€ Frenaros Lyceum	Weekly Cyprus Nights with music and dance show. Cyprus breakfast corner. Management cocktail party with local drinks. Local lemonade and fruits as welcome.	Five heat pumps to reduce carbon emissions and save energy. Ninety inverter type air conditions with friendly cooling gas and less energy consumption.	Used refrigerators and furniture donated to employees.		
2023	Monetary help to people in need, churches and local associations.	Sponsor to Youth Festival. Hosted a lecture	Weekly Cyprus Nights with music and dance show. Cyprus breakfast corner. Management cocktail party with local drinks & wines. Local lemonade as welcome drink.	Ten inverter type air conditions with friendly cooling gas and less energy consumption.		New ways for guest awareness and involvement. Introduce the guest online application in four languages, update the Environmental & Sustainability Info Package, organise two informational meetings per week.	Medical care to two cats.

# Measuring and monitoring performance

## Supporting Human Resources

Year	Men	Women	Local	Non Local
<b>2018 (Base Year)</b>	29%	71%	55%	45%
<b>2019</b>	36%	64%	64%	36%
<b>2020</b>	31%	69%	47%	53%
<b>2021</b>	31%	69%	42%	58%
<b>2022</b>	29%	71%	42%	58%
<b>2023</b>	29%	71%	42%	58%

Year	Total (hr)	Sustainability (hr)	Hours / Employee	Sustainability Hours / Employee
<b>2018 (Base Year)</b>	374	26	6.0	0.4
<b>2019</b>	588	76	9.6	1.2
<b>2020</b>	84	0	2.3	0.0
<b>2021</b>	182	0	3.8	0.0
<b>2022</b>	458	75	8.2	1.3
<b>2023</b>	318	80	6.0	1.5



## Final Comments and Remarks

- The hotel has achieved its environmental objectives.
- There was a reduction in the guestroom energy consumption due to the installation of new electric appliances over the past years.
- The reduced consumption in water is due to the reduced water usage from the guests in their rooms and a result of the close monitoring and practices of the hotel team in regards to cleaning and the overall water conservation practices.
- Sunprime Ayia Napa has further identified and is working towards increasing and expanding its collaboration local and Cypriot suppliers.
- Furthermore, new opportunities for local foods and ingredients have been identified with the purpose of further enriching the guests' experience in our restaurants and bars.

# Objectives for 2024

#	WHAT IS THE OBJECTIVE?
1	Energy consumption <22.00 Kwh per guest night
2	Water consumption <509 lt per guest night
3	Cleaning Chemicals <130ml/guest night.
4	Pool Chemicals <100ml/guest night.
5	Recycled solid waste >0.23 Kg per guest night.
6	Increase employee awareness and involvement (4.0 training hours / employee, 1.0 sustainability tr. Hours / employee)
7	>60% female employees
8	>60% local employees
9	>4 new employees from low represented local groups
10	>3 young hospitality professionals
11	47% local suppliers and 70% Cypriot good suppliers
12	37% local goods and 48% cypriot goods
13	Provide a daily Cyprus Breakfast corner and >20 local foods and dishes
14	New ways for guest awareness and involvement.
15	Provide a Cypriot culinary and culture experience
16	Plant local herbs and create a small botanical area.
17	Get involved with the local community. Participate in charities, assist employees and local residents in need.
18	Update the hotel's sustainability guidelines according to revised Travelife requirements.

## Contact us:

**Address:**

16, Ayias Mavris Street, Ayia Napa 5342 Ammochostos

**E-mail:**

[manager@sunprime.com.cy](mailto:manager@sunprime.com.cy)

**Phone:**

+ 357 23819800

*Αν επιθυμείτε να λάβετε αντίγραφο της αναφοράς μας Βιωσιμότητας στα Ελληνικά, μπορείτε να μας το ζητήσετε ηλεκτρονικά: [manager@sunprime.com.cy](mailto:manager@sunprime.com.cy)*

*Θα χαρούμε να σας εξυπηρετήσουμε.*