



KISSOS HOTEL

Sustainability Report



Introduction

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Hotel Policies



Hotel Presentation

Hotel KISSOS started its operation in 1984 as a three star hotel. The hotel belongs to the company "P. Kissonergis Hotels Ltd and is located in the "Tombs of Kings" area in Kato Paphos just a few meters from the sea. The hotel is managed by the Managing Director Mr. Kissonergis, who is the owner of the Hotel, and by the Management Team.

The hotel has:

- 144 comfortable rooms, all with private bathroom, direct telephone service, color TV with satellite program, radio, fridge, hairdryer and balcony.
- 32 of them are Superior Rooms with all the services and equipment listed above.
- Central Air Conditioning System.
 - Restaurant
 - Coffee Shop
- Two Bars (Inside Cocktail Bar and outside Pool Bar).
- Four swimming pools (One Semi-Olympic, one Lagoon, one baby pool and one indoor heated).
 - Outdoor Jacuzzi
 - Luxurious lounges, shop, hair salon.
- Tennis court, Mini-golf, Giant Chess, Beach Volley, French Bowls and Bowls Green
- Health Club with Gym, Sauna, Massage, Steam Bath and Aerobics Room
 - Conference Room with modern equipment
 - T.V. Room
 - Kids Play Area

Sustainability Policy,

The basic principle and commitment of the management and staff of KISSOS HOTEL,

is to provide its customers with high quality services and products that fully meet requirements

and expectations and comply with the relevant laws and regulations. In this context,

the management of the hotel ensures the safety and health of employees and customers

the protection of the environment as well as the local community.

To achieve the above:

- We have adopted Management System that complies with the standards ISO 9001:2008,

OHSAS 18001:2007 / ELOT 1801:2008 and European Regulation 1221/2009 (EMAS) which also

improves on an ongoing basis

- Satisfy the law relating to all activities of our hotel including quality issues, food security,

health and safety at work and environmental management.

- We continuously monitor our operations and continuously adopt measures ensuring

the prevention of occupational incidents and illnesses in our hotel for our staff, our customers, as well as third parties.

- Recognize and evaluate on an ongoing basis the environmental aspects and impacts resulting

From the activities of our hotel with the ultimate objective and aim of preventing pollution and

protecting the environment.

- We must carefully consider and understand the specific requirements and needs of its customer

and to adopt policies and procedures that fulfill them with certainty.

- We provide fast, efficient and friendly service to our customers and partners.

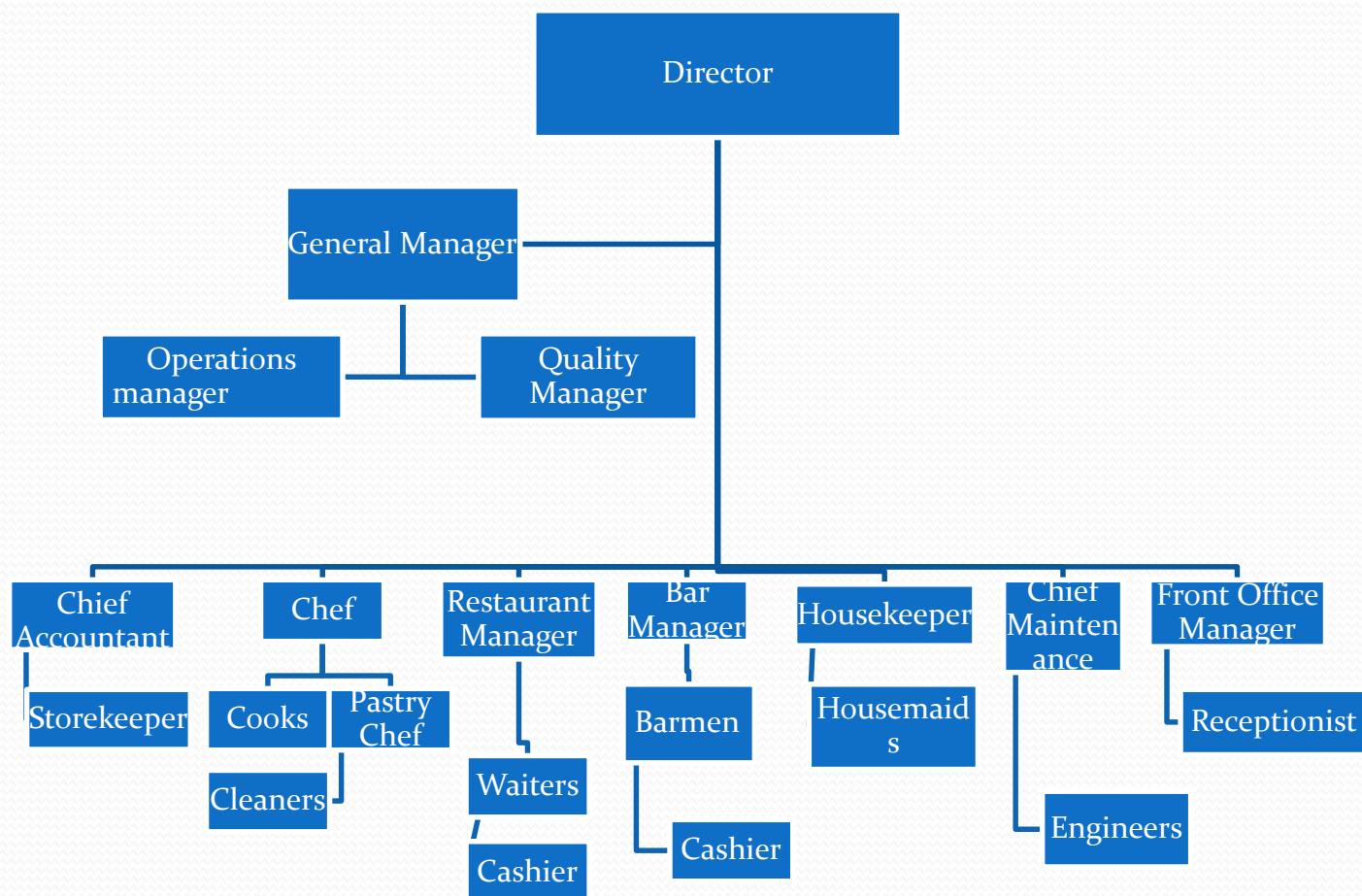
- Recognize, evaluate and control the risks associated with food safety.

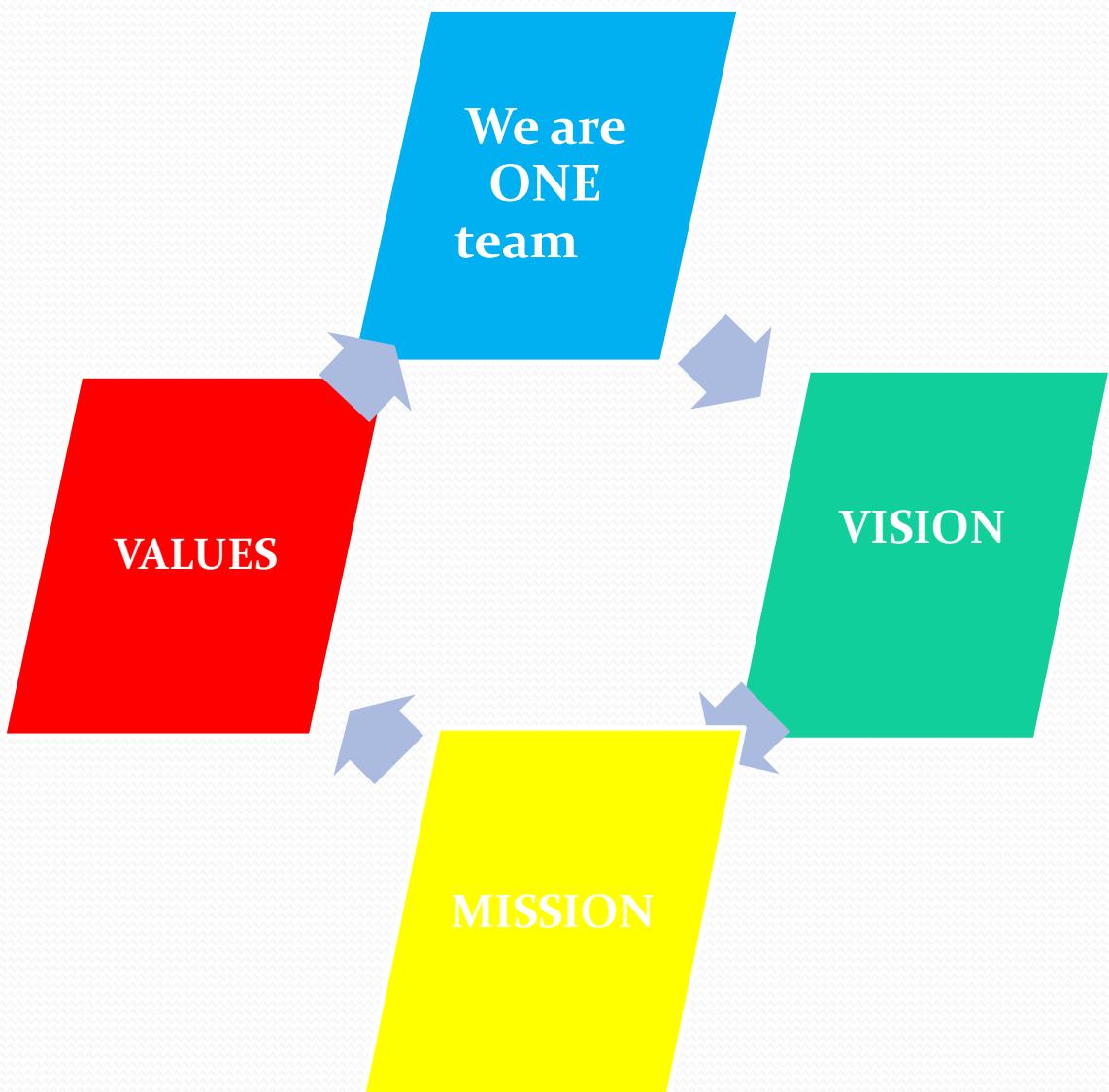
- We provide our customers with "the best value for their money", the best quality, safety and value

in products and services for the money they pay.

- We use the best available quality products, materials and external services according to quality levels of the hotel and the expected value of the customer.
- We maintain the premises, facilities and equipment of the hotel according to the highest possible levels of maintenance, cleaning, disinfecting, comfort, functionality and efficiency.
- Adopt and implement policies and procedures to systematically and effectively the highest levels of hygiene, safety and protection of the internal and external environment of the hotel.
- Provide staff with our continued growth through education, protection and well-being in the workplace.
- Develop long-term mutually beneficial relationships with reliable, technologically advanced and quality conscious suppliers.
- Monitor, measure and evaluate the critical parameters and processes, set targets in order to ensure constant quality improvement and review during yearly meetings.

Nathalie Kissonerghi
Quality Manager





Vision, Mission & Values

KISSOS Vision

Kissos Hotel will be a leading player in the hospitality industry that attracts valued owners. Passionate employees, and loyal guests. We will exceed expectations!

KISSOS Mission

- Be the best three-star, full service hotel in Paphos.
- Drive our growth in new and innovative ways.
- Exceed expectations!
 - a. Dedicate ourselves to create loyal Guests in every segment in which we serve.
 - b. Strive to provide the Owners with an industry leading return on their investment.
 - C .Promote an engaged workplace that inspires our Talent.
 - Operate a well governed enterprise that is socially responsible to our communities and environment.

KISSOS Values

We are one team.
We respect each other.
We always act with integrity.
We are passionate about what we do.
We are active leaders in our local communities.

Customers Satisfaction:

Guests,

are the most important people for our organization.

They are the resource upon which the success of our business depends. ...

We are dependent upon our guests and our aim is to develop customer loyalty and satisfaction. Customer satisfaction is the best indicator of how likely a guest is to become a repeater.

Our main objectives are:

- To treat our guests like they are our boss.
- To focus on measuring guests satisfaction, though our questionnaires
- To build guest loyalty and to increase their satisfaction and
- To set customer expectations early.

We are proud to welcome repeat guests since 1985.

Managers Cocktail for repeat guests is organized regularly



Guests coming twice a year



Guests coming for 20 years

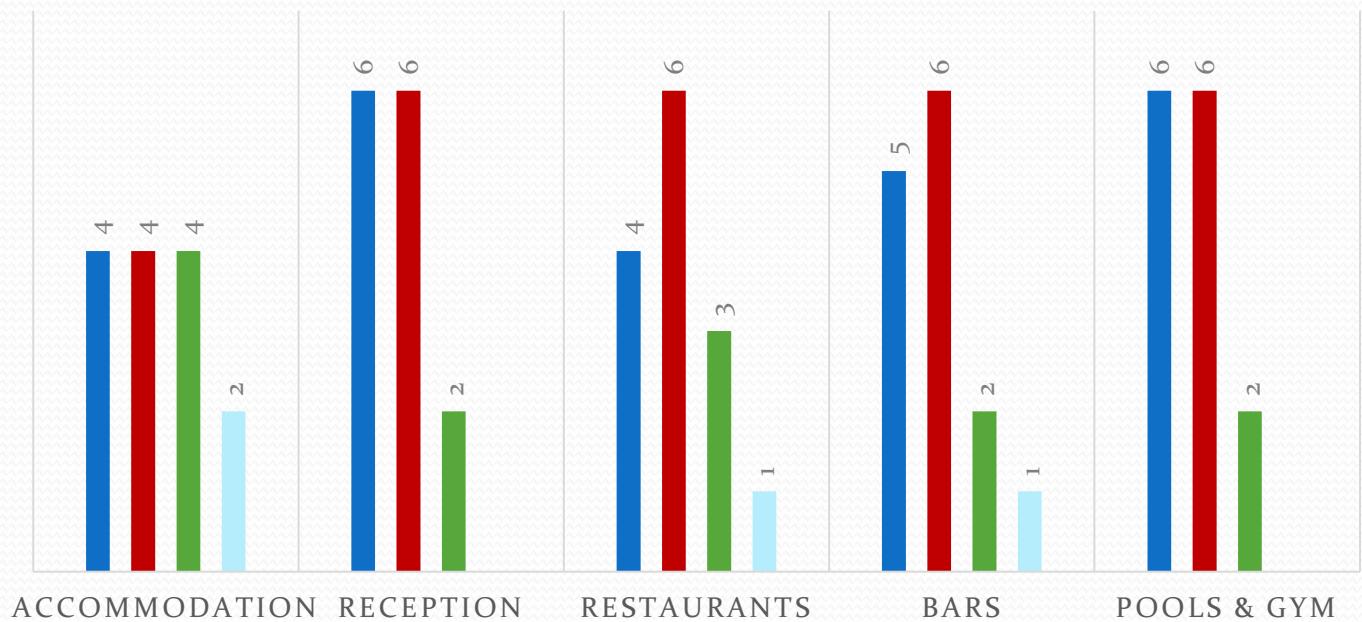


Guests coming for 25 years



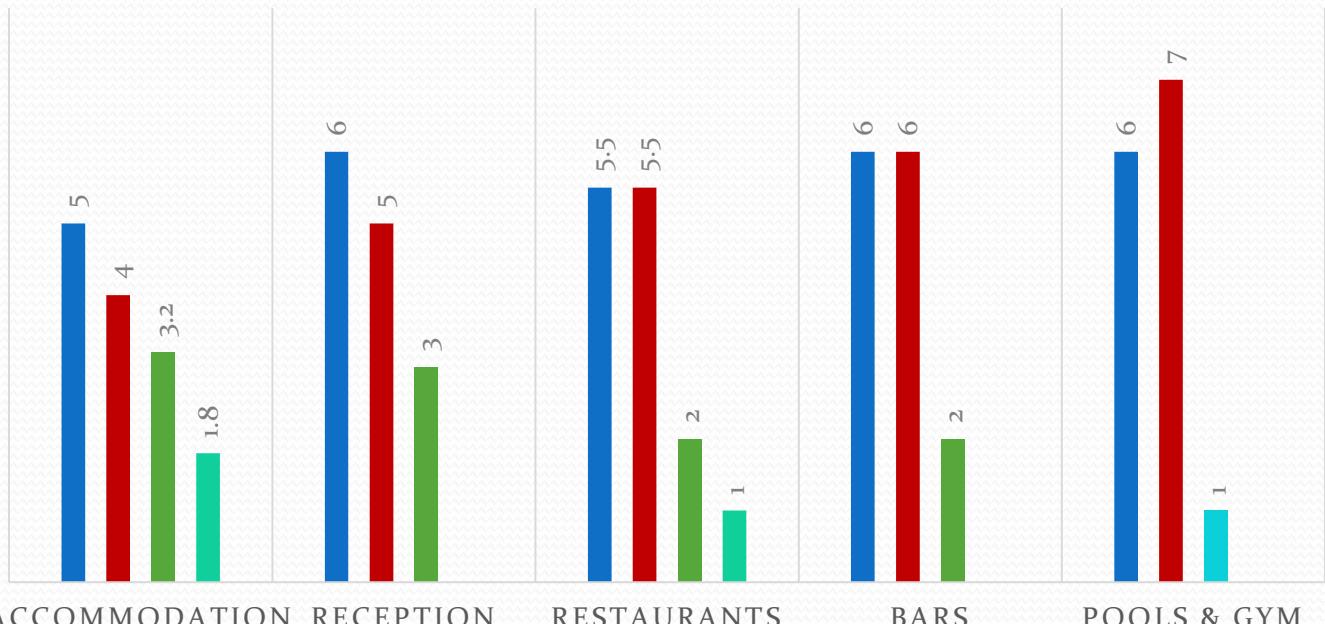
QUESTIONNAIRE ANALYSIS 2015

■ Excellent ■ Good ■ Average ■ Poor



QUESTIONNAIRE ANALYSIS 2016

■ Excellent ■ Good ■ Average ■ Poor



Looking at the questionnaire analysis for the years 2015 and 2016 you will see an increase in the guest satisfaction during these 2 years. The increasing trend in the accommodation is due to the renovations that have taken place in 2016 in most of the hotel areas.

Questionnaires are analyzed by the quality manager upon guests departures which give us the opportunity to handle any problems promptly.

Trip Advisor Comments

Beautiful October holidays

Nice hotel, staff is friendly and smiling all the time. Answers to all Your questions. Breakfast choice was enough and dinners were so relaxing after long day adventuring, fruits, sweeties, different national food. In the evenings were live programs, we enjoyed the Cypriot show. A...More

Perfectly fine for a beach holiday

Booked in for a day after my original apartment needed me gone by lunch and my flight home wasn't till 9pm... so can't give a very definitive review... but from what I saw of the rooms and the facilities I'd gladly come back for a...More

Classy Kissos

We arrived at the hotel at 10p.m. Even though evening meals finished at 9.30,it would have been thoughtful to have offered a sandwich at least after a full days travel. Our room was on the first floor overlooking the front of the hotel. It was a nice...More

Thank Margaret N

Perfect hotel in everyway

Another enjoyable stay at this fantastic hotel, The room was spotless as was the whole hotel, Wide choice of breakfast cereals, full English if required, tea coffee, just help ones self, Both the front of house staff, restaurant staff and house keeping staff are so friendly...More

Sustainability

What sustainability means?

The original definition of sustainable development is usually considered to be: "Development that meets the needs of the present without compromising the ability of future generations to meet their own needs." Brundtland Report for the World Commission on Environment and Development (1992)

Since then, there have been many variations and extensions on this basic definition.

The quotes below will provide some ideas on what constitutes sustainable development and sustainability.

"A process of change in which the exploitation of resources, the direction of investments, the orientation of technological development and institutional change are all in harmony and enhance both current and future potential to meet human needs and aspirations" The World Commission on Environment and Development

"In essence sustainable development is about five key principles: quality of life; fairness and equity; participation and partnership; care for our environment and respect for ecological constraints - recognizing there are 'environmental limits'; and thought for the future and the precautionary principle". (From Making London Work by Forum for the Future's Sustainable Wealth London project)

"The environment must be protected... to preserve essential ecosystem functions and to provide for the wellbeing of future generations; environmental and economic policy must be integrated; the goal of policy should be an improvement in the overall quality of life, not just income growth; poverty must be ended and resources distributed more equally; and all sections of society must be involved in decision making". (The Real World Coalition 1996, a definition based on the work of the World Commission on Environment and Development).

At the Kissos Hotel we operate high standards of performance and advocate environmentally and socially sustainable business practices. Our aim is to bring a positive benefit to the society in which we operate through high quality service, environmental protection, community involvement and employment.

NEW PROJECTS

A full refurbishment of the Kissos Hotel is to be completed by the end of 2018.

The most important investments made were in the use of solar energy. Solar panels were installed for heating the water as well as photovoltaic system for swimming pool pumps. New boilers and hot water tanks complete the whole system and will lead to a much higher energy efficiency level.

In addition to these measures the whole hotel is now also equipped with intelligent LED lighting systems. Have effective energy LED lighting installed in all of hotel areas with very few exceptions.

We have a policy of purchasing low energy equipment for electrical devices i.e.: fridges, cookers, washing machines. Lights in certain areas are equipped with sensors. taps were installed .The water flow of all taps is limited 5 liters per minute and the showers to 8 liters per minute.

Third floor bathrooms are to be completed by the end of 2017. Maintenance and painting of the whole outside building will also be completed by the end of 2017.

To round up the sustainable story the garden areas were redesigned with indigenous plants and flowers and a spacious area for organic herbs and trees that will be used in the kitchen. All refurbishments are done following the sustainable guidelines, using environmentally friendly material, saving energy and water and supporting locally produced goods as much as possible.

Travelife provides a great framework to systematize, formalize and communicate the activities in the area of social responsibility and community involvement as well as in the environmental management of the hotel.'

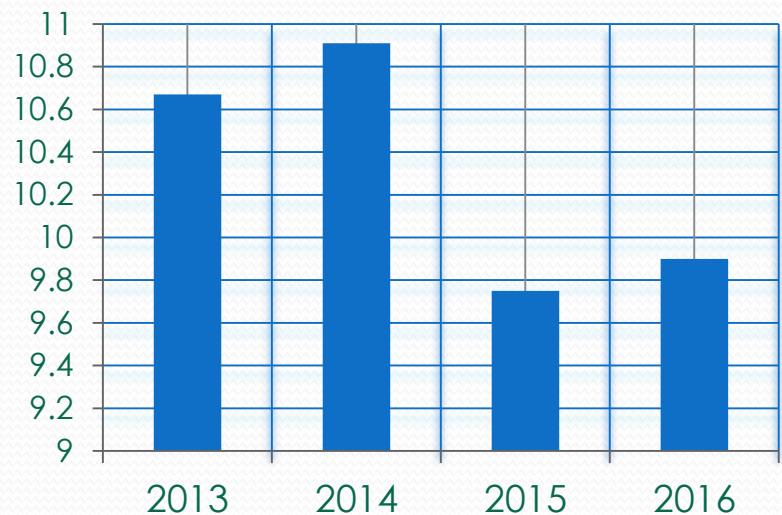
1. Energy Management and Supply

Measures and actions

- An Energy Management System is installed in all guest rooms to control lights, electrical appliances and air-conditioning.
- Have renewable sources of energy captured on site and used such as: photovoltaic system for swimming pool pumps and solar panels for heating the water.
- Train employees on the importance of energy saving and ways to achieve this
- Monitoring energy consumption on monthly basis.
- Have effective energy LED lighting installed in at least 80% of areas.
- Have a policy of purchasing low energy equipment for electrical devices i.e.: fridges, cookers, washing machines.
- In periods of low occupancy some areas of the hotel are on emergency lighting
- Lights in certain areas are equipped with sensors.
- Breaker contacts have been installed on balcony doors to control air conditioning and heating use.

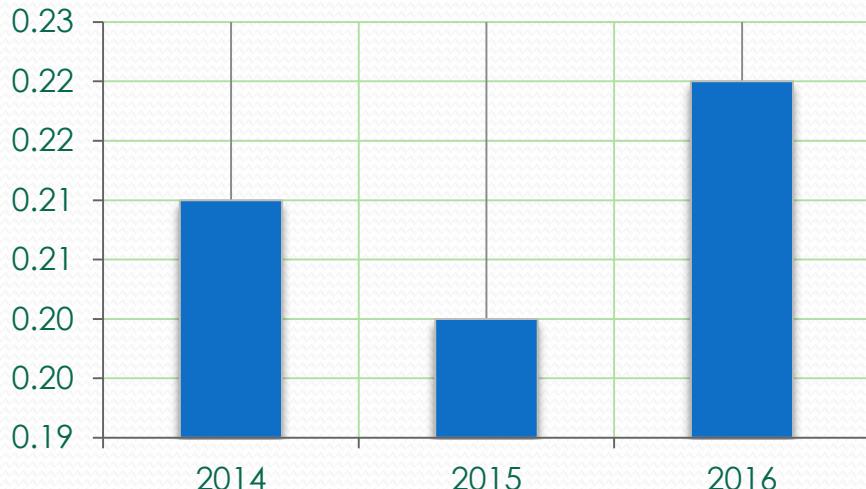
Graph of Electrical Energy Consumption
kWh per Guest Night

Year	kWh per guest
2013	10.97
2014	10.91
2015	9.97
2016	9.90



Graph of LPGas consumption kWh per guest

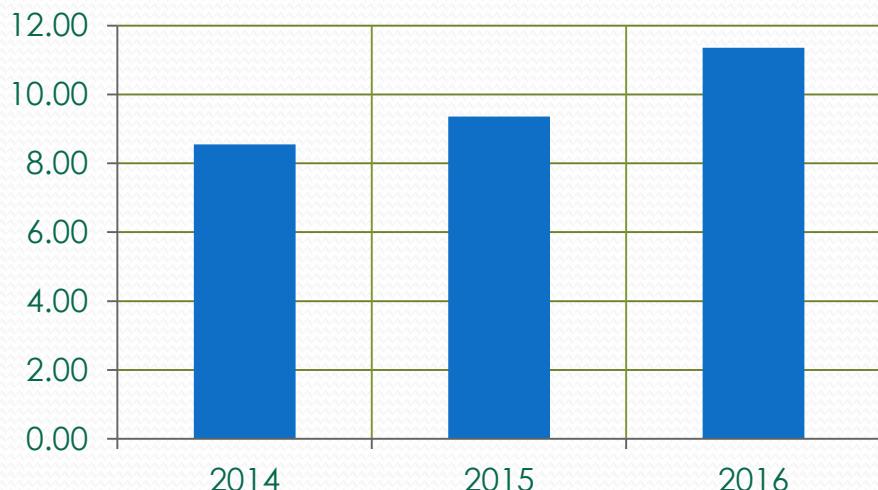
Year	kWh per guest
2014	0.21
2015	0.20
2016	0.22



Analysis of 2016 increase:
The increase in the use of LPGas referred to 2016 is minimal and is due to the doubling of all inclusive guests.

Graph of Diesel consumption kWh per room

Year	kWh per room
2014	8.55
2015	9.36
2016	11.36



2. Water Management

Measures & actions

- Ensure all staff are trained in water saving procedures and policies related to this.
- Have installed environmentally friendly flow restrictors, aerators on shower heads and tabs.
- Have a set procedure in towel and bed linen changed twice a week.
- Part of our water consumption in the hotel is through a water well which is regularly monitored
- The waste water discharged from the hotel follows the public sewage treatment lagoon system which meets the national regulatory standards.
- Monitor water consumption monthly and take action when required
- Ensure better water quality of drinking water by installing a reverse Osmosis regulator and also for protecting all machinery from scale
- Installed recently new high tech softener regulators for the treatment of hard water
- Monthly Laboratory checks are carried out to monitor water quality Accounting and Maintenance departments are monitoring the water consumption and quality.

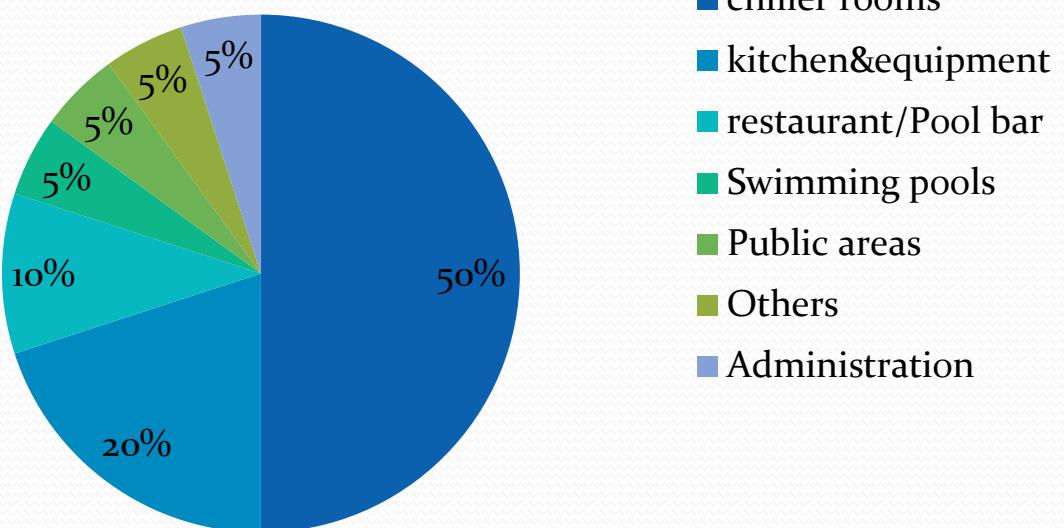
Graph of water consumption
M³ per guest



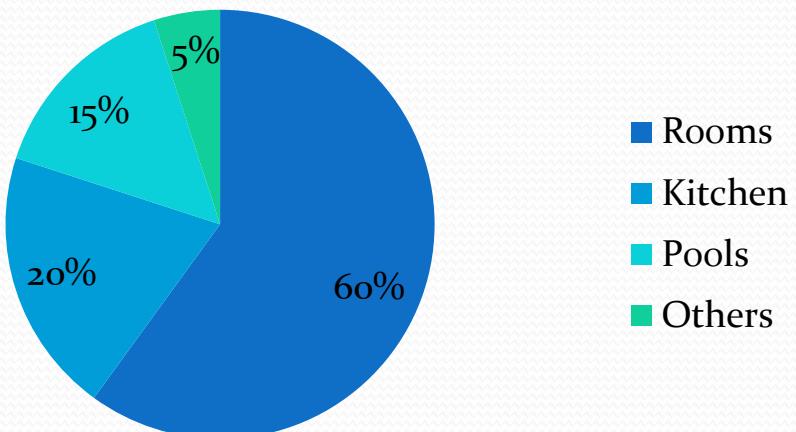
Analysis of 2016 increase:

The increase in the use of water referred to 2016 is due to the change of meter by the Paphos municipality as well as the increase in guests.

Electricity Use



Water Usage



3. Chemical Disposal

In case of chemical waste, they are safely disposed according to national and international regulations.

Waste Oils:

This is collected by a certified collection company.

We dispose all oils in special containers that are collected every 2 to 3 months by these companies.

Waste Paints:

Generally there is no waste paint in our establishment.

The building is painted in one/same color and by planning our paint usage waste is avoided.

We buy small quantities of the necessary paint and if a small quantity is left then it is used for touch up jobs.

Waste Solvents:

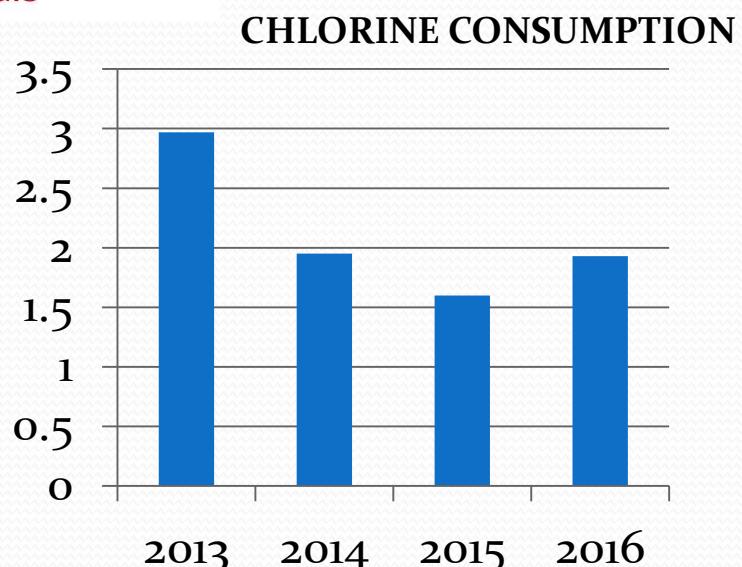
Generally there is no waste.

We plan our usage to buy small quantities. We save and left over for future use.



Cleaning Chemicals

YEAR	CHL/KG PER M ₃
2013	2.97
2014	1.95
2015	1.60
2016	1.93



5. Waste Management

Measures & Actions

- Separating our waste plastic, glass, paper, returning batteries and cartridge back to suppliers
 - Avoid using single use packaging in favor of reusable containers e.g.: jam, cereals.
 - Maximize the way of communications through electronics systems, in order to save the paper.
 - Minimize waste by buying in bulk
 - Maintain , fix and repair appliances , equipment's and furniture so they last longer and are efficient
 - Reuse storage containers, old rags
 - Refill storage containers whenever possible
 - Donate old furniture, but reusable in good condition to charity
 - Buy products with recycled content and work with licensed waste contractors
 - Donate food waste to local farmers, animal shelter
 - Giving packages back to suppliers eg. Batteries, cartridge
 - Staff trained continuously on importance of recycling
- Responsible for Waste Management are the Chef and Restaurant manager

Year	Waste	Glass	Paper	Plastic	TOTAL
KG per guest					
2014	0.44	0.04	0.03	0.02	0.53
2015	0.43	0.05	0.03	0.02	0.53
2016	0.43	0.05	0.03	0.02	0.53

The set target 2014-2016 of -a waste reduction has not been met but have managed to keep the waste to the same level over the last 3 years.

TARGETS ANALYSYS for 2016

Field	PER ROOM			Results
Energy Target	19.50 KWH			19.93
Water reduction	-5%			+30%
Waste reduction	-2%			same

NEW TARGETS (2017 & 2018)

Field	Reduction planned % Per Room	Start	Finnish	Results
Energy Target	19.00 KWH			
Water reduction	-10%			
Waste reduction	-2%			

Employment of Local People

Kissos Hotel is committed to employing Staff members , local people of Cypriot Nationality, depending on the professional skills required. The percentage of "local" Staff (from Pafos area) for year 2016 is of 85% from total employee number.

Training

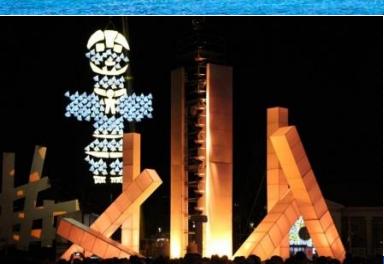
Another key to the success in our Hotel is the excellence of our people: for this reason our Staff receives regular trainings. Most trainings are in-house giving them the opportunity to comply with hotels rules and regulations.

They receive:

- ✓ Introductory Course: a three -day introductory course so that they can discover the operational standards expected in their department.
- ✓ Professional Training Courses: during the year each member of Staff also attends special training courses as required (eg. First Aid Course, Energy Saving Seminars, Handling Customers Complains, Health and Safety, HACC, waste management etc).



The Local Area



The charming west coast town of Paphos with its attractive little harbor, and its 13th century castle where open-air fish restaurants line a quayside of bright fishing boats and pleasure crafts, is ideal for your Cyprus Holidays.

As the capital of Cyprus for 600 years in antiquity, the archaeological legacy of Paphos is such that UNESCO put the whole city on its World Cultural Heritage List.

One of the top Cyprus Attractions is in Paphos, The World Heritage Site, and is home to many marvelous and world class historical sites and treasures. Ancient legend tells us that this is the birthplace and home of Aphrodite, Goddess of Love and Beauty. Paphos (or Pafos) is one of the most beautiful and ancient towns in Cyprus, an island blessed with history.

Admire the intricate floor mosaics in villas dating back to the Roman period depicting scenes from Greek mythology, considered among the finest in the Eastern Mediterranean. Equally impressive are the underground Tombs of the Kings carved out of solid rock and decorated with Doric pillars. Or visit St. Paul's Pillar where legend has it the Apostle was flogged before converting the Roman governor, Sergius Paulus, to Christianity, and making Cyprus the first country in the world to be governed by a Christian. Then there is the ancient Odeon Theatre, various Museums and the national park of Akamas Peninsula.

Paphos today being one of the most popular destinations of Cyprus, with its Paphos International Airport, manage to attract visitors from all over the world but also locals at the same time. Paphos Old Town, known as "Ktima" where the main residential area is with its beautiful Town Hall and Schools, and Kato Paphos , by the coastline, with its hotels spreading around the castle.

Enjoy classical opera under the stars in the romantic setting of the medieval castle overlooking Pafos harbor during the various summer festivals. Or jive to the latest dance tunes at a plethora of entertainment spots, part of the modern town's varied nightlife. Pafos won't disappoint you.

Promotion of the Local Area

The Hotel enthusiastically sustains some cultural and sporting initiatives promoted by the Local Community, by sponsoring different events. These events includes:

- ✓ Pafos 2017 European Capital of Culture -
The Kissos Hotel is one of the sponsors, providing accommodation, gift vouchers and promoting the event by all media channels. The Hotel set up the "Pafos 2017 corner" where printed information are available for all guests.



- ✓ Pafos Aphrodite Festival – a cultural initiative organized every year bringing in Pafos the most renowned Opera Houses in the world. The Hotel is promoting the event via social media channels, offers special rates for the Locals that are attending at the event, low Rates plus free Accommodation for the Organizations to accommodate the Opera Group Such as the Cyprus Philharmonic Orchestra and soloists. This project has been going on since 2015



- ✓ Charity Events Team – Whilsts various events Charity events are organised during the year. The Hotel offers its premises free of charge in order to Help the community raise money for the needs of Local people.



Local Community Involvement of the Kissos

The Kissos hotel, management and directors are active members in the local community.

- District Committee of Cyprus Hotelier Association – Members

- ΕΣΣΕ – Paphos Charity Council – Members

- Paphos Red Cross Association – Members

- Φιλόπτωχος Αδελφότητα Πάφου – President

Attending meetings in the different committees, promoting Paphos, organizing various charity events throughout the year.

Mother's day, yearly event organized involving mothers, kids and community people, proceeds given to charity.

Participating in various fund raising events.

Recruiting local people in order to help circulate money within the community.

Organizing tours promoting our city, producers and local made products to guests.

Targets:

Constant development and improvement of the hotels relationship with local authorities.

Increase donations given to charity.

Free accommodation to be given to organizers of various local events





Cyprus Evenings
Traditional Cypriot food accompanied by a
local folklore dancing team.



Employee Policy

At the Kissos Hotel we strive to exceed our customer's expectations and believe our loyal employees are our most valuable resource in achieving this goal. Likewise, we are committed to exceeding our employee expectations in providing a rewarding and enjoyable work environment. These goals combined, define the business philosophy of the Kissos Hotel. Kissos Hotel regularly holds in-house training sessions on different areas such as: First Aid at work, Pool life guard, Fire training, Health and Hygiene, Safe use of chemicals. Also encourage the staff to participate in special interest courses for personal and business development.

A Health and Safety at work risk report has been conducted for employee's safety.

At the Kissos we prohibit discrimination against and harassment of any employee or any applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex or any other characteristic protected under the Cyprus Law.

All employee contracts of employment are in accordance with government employee legislation.

The Accounts Executive is responsible for managing the welfare and labor standards of all employees. One members of staff is also assigned responsible for managing human rights

Nathalie Kissonerghi
Quality Manager

Environmental Policy,

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To achieve the above:

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- Satisfy the law relating to all activities of our hotel including quality issues, food security, health and safety at work and environmental management
- We continuously monitor our operations and continuously adopt measures ensuring the prevention of occupational incidents and illnesses in our hotel for our staff, our customers, as well as third parties.
- recognize and evaluate on an ongoing basis the environmental aspects and impacts resulting from the activities of our hotel with the ultimate objective and aim of preventing pollution and protecting the environment
- We must carefully consider and understand the specific requirements and needs of its customers and to adopt policies and procedures that fulfill them with certainty.
- We provide fast, efficient, and friendly service to our customers and partners.
- recognize, evaluate and control the risks associated with food safety
- We provide our customers with "the best value for their money", the best quality, safety and value in products and services for the money they pay
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Nathalie Kissonerghi
Quality Manager

Current procedures:

Environment

Energy Management and Supply

An Energy Management System is installed in all guest rooms to control lights, electrical appliances and air-conditioning.

Have renewable sources of energy captured on site and used such as: photovoltaic system for swimming pool pumps and solar panels for heating the water.

Train employees on the importance of energy saving and ways to achieve this

Monitoring energy consumption on monthly basis.

Have effective energy LED lighting installed in at least 80% of areas.

Have a policy of purchasing low energy equipment for electrical devices i.e.: fridges, cookers, washing machines.

In periods of low occupancy some areas of the hotel are on emergency lighting

Lights in certain areas are equipped with sensors.

Breaker contacts have been installed on balcony doors to control air conditioning and heating use.

General Manager, accounting and Maintenance are directly responsible for Energy management.

Water Management

Ensure all staff are trained in water saving procedures and policies related to this.
Have installed environmentally friendly flow restrictors, aerators on shower heads and tabs.

Have a set procedure in towel and bed linen changed twice a week.

Part of our water consumption used for the watering of the gardens is from our well.

The waste water discharged from the hotel follows the public sewage treatment lagoon system which meets the national regulatory standards.

Monitor water consumption monthly and take action when required

Ensure better water quality of drinking water by installing a reverse Osmosis regulator and also for protecting all machinery from scale

Installed recently new high tech softener regulators for the treatment of hard water

Monthly Laboratory checks are carried out to monitor water quality

Accounting and Maintenance departments are monitoring the water consumption and quality.

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Separating our waste plastic, glass, paper, returning batteries and cartridge back to suppliers

Avoid using single use packaging in favor of reusable containers e.g.: jam, cereals.

Maximize the way of communications through electronics systems, in order to save the paper.

Minimize waste by buying in bulk

Maintain , fix and repair appliances , equipments and furniture so they last longer and are efficient

Reuse storage containers, old rags

Refill storage containers whenever possible

Donate old furniture, but reusable in good condition to charity

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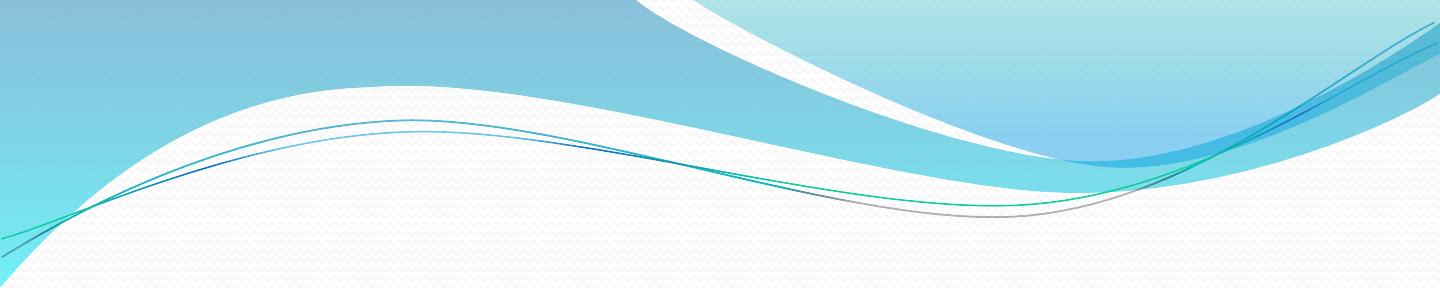
Staff trained continuously on importance of recycling

Responsible for Waste Management are the Chef and Restaurant manager

Chemical Use

Purchase cleaning material with low environmental impact.

Change of Linen/towels policy reduces the use of chemicals



Our future targets are:

- Reduce energy consumption by 3%
- Reduce water consumption by 0.5% i
- Reduce waste by 1% in the next year
- Reduce the use of potentially harmful chemicals by 2% in the next 3 years

Targets for 2017

The hotel has already put its targets for 2017 which are as follows:

- To keep petrol at the same 2016 level . This is 1.10 liters per room per day
- Electricity consumption to be kept at 19.70 per room per day
- Gas consumption at the level of 0.40 liters per room per day
- Chlorine consumption at 1300 kilos and finally
- Waste to be reduced at 0.40 kilos per person.

In order to achieve all above better management of energy is needed. Possibly new machinery need to be bought in some departments in order to better save energy. Full maintenance service to be organized for all machinery during the closing of the hotel in winter.

These goals are just the beginning of an ongoing journey toward environmental sustainability.

We are proud to have achieved the Gold Travelife Award for the years 2013-2015 & 2015 -2017 and hope to maintain it for many years to come.

We take all of this on, while maintaining the exceptional guest experiences we so proudly deliver and monitor through review sites and our own questionnaires.

On behalf of the environmental team,

Nathalie Kissonerghi
Quality Manager

Community Policy,

Kissos Hotel is committed to continually improve the relationships between them and the local community.

We feel the responsibility towards our employees, suppliers and community to work towards the development of sustainable tourism.

Our goals are the following:

Employment

Here at the Kissos we recognize the importance of helping the local industry by employing local people who will at the same time offer our customers the service as well as the knowledge of the local culture. Additionally this will encourage local residents to stay within the community

Our target is to treat all staff fairly within the government regulations and laws that apply in the hotel industry. We evaluate employees' performance yearly and we organize training courses and frequent meeting that will keep both the employees and management in a constant communication.

Purchasing

At the Kissos we evaluate our suppliers at the beginning of each season and throughout the year in order to achieve best quality results at all times. At the same time we believe that opportunities should be given to services of local origin.

All suppliers must have compatible quality standards and qualification in order to be included in our lists. The aim is to monitor the continuous improvement of their performance.

Social Work

Kissos hotel encourages every body's involvement in order to achieve our goals.

The Hotel donates items such as furniture or linen that is no longer suitable for use within the hotel, to local organizations that may benefit from them (e.g. schools, local hospitals, community groups, etc).

Additionally, the hotel organizes various charity events within the property by allowing free use of conference room, fund raising tea parties, bingo and dinner nights for elderly people etc.

Promotion of Responsible Tourism in the Area

Kissos Hotel is a member of the Cyprus Chamber of Commerce and Industry as well as the Cyprus Hotel Association through. We attend all annual we are able to promote and improve greater economic and social benefits for the residential and

The Hotel also works with colleges in order to provide work experience opportunities for trainees.

CHILDREN'S RIGHTS POLICY

The Kissos Hotel, fully supports the protection of under-aged including child labor, physical and sexual abuse.

All employees receive training to distinguish basic children abuse incidents and are also encouraged to report to the hotel's management when they notice one. The management in return will immediately report the incident to the local child protection authorities whether they originate from guests or employees.

Our hotel and its employees can not under any circumstance tolerate such incidents.

Kissos Hotel becomes aware.

Our staff are informed about the department of Domestic Violence and Child Abuse office in Cyprus, tel 22808442 and its actions.

CONLUSION/TARGETS

We did not notice neither we have been informed about any such incidents.

We aim to continue protecting children by training our staff so as to be able to identify any kind of abuse and subsequently report the same at the local authori

Nathalie Kissonerghi
Quality Manager

Human Resource

Our hotel adheres to the rules and regulations of Cyprus employment law. We are an equal opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate.

Whilst we encourage non discrimination, we employ a large number of local people in Order to support local community.

We recruit regardless of gender, age, race, nationality, religion or disability.

We recruit people of minimum age required by law.,

During 2015 to 2016, there have been no cases of complaints related to employment and human rights.

In 2016 we were audited twice by the social insurance inspection department with no discrepancies noted. No employment rights issues have been raised by either member of the staff or the unions.

Target:

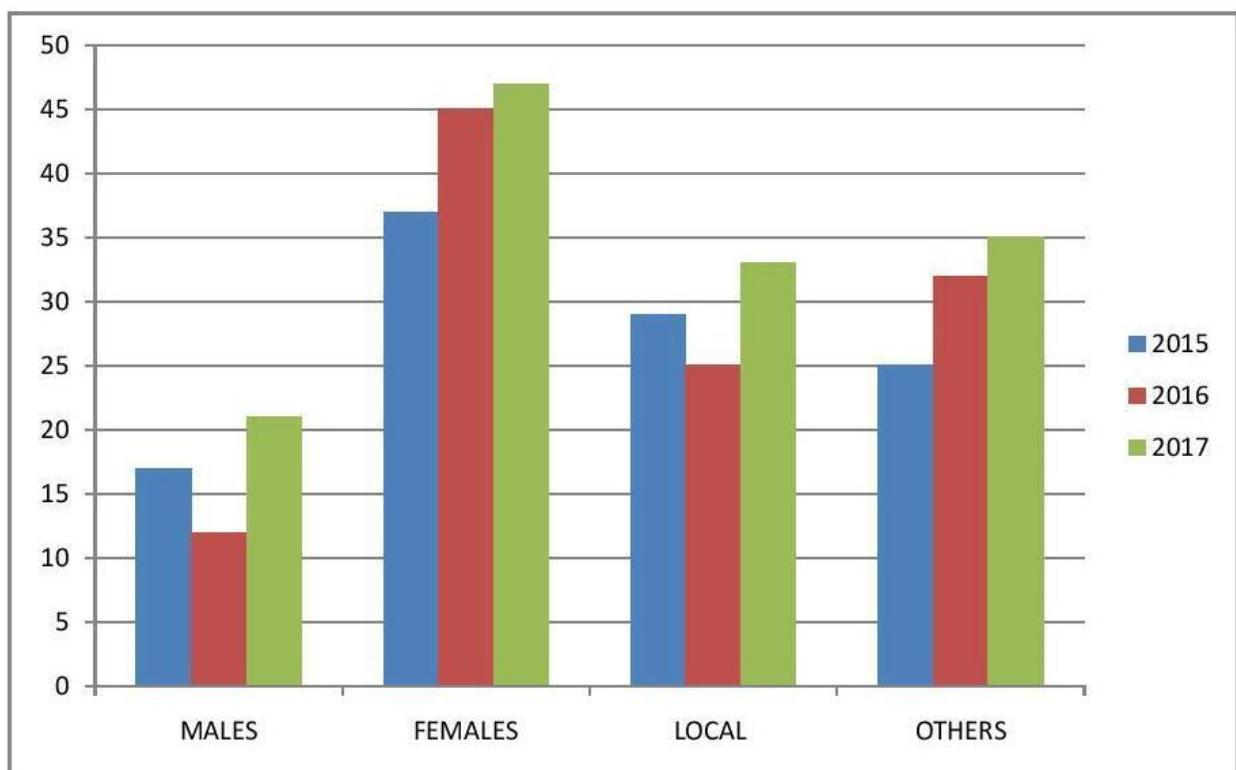
To maintain the zero cases of human resource related issues.

We aim to continue protecting children by training our staff so as to be able to identify any kind of abuse and subsequently report the same at the local authorities

To increase the percentage of local people employed in the company by 2%.

EMPLOYEE CHART

	2015	2016	2017
MALES	17	12	21
FEMALES	37	45	47
LOCAL	29	25	33
OTHERS	25	32	35



Quality Assurance Policy

Kissos Hotel was established in April 1984 to provide accommodation and leisure services to our guests. We are based in the city of Paphos Cyprus and employ 45 people.

Quality is important to our business because we value our guests. We strive to

provide our guests with the services that meet and even exceed their expectations. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- a) Regular gathering and monitoring of guest feedback
- b) Customer complaints procedure
- c) Training and development for all our employees
- d) Regular monitoring of feedback, taking action to improve when identified
- e) Measurable quality objectives which reflect our service level standards
- f) Regular reporting to management of our guest feedback and complaints

Our internal procedures are reviewed regularly and our quality objectives are communicated to all our employees through our Company Notice Board, intranet, team meetings and staff handbook.

Though the General Manager has ultimate responsibility for quality, all employees have a responsibility in their own areas of work, helping to ensure that quality is embedded across the whole property.

Nathalie Kissonerghi
Quality Manager

Objective	Action	When	Status
Environmental targets			
Reduce Energy consumption for 2017	Led lighting - to change the remaining 20% during winter 17/18 renovations	2017/2018	Ongoing
	To change the VRV units using R22 with new efficient equipment during winter 17/18 renovations	2018/2019	New
	New PVC patio doors/windows replacement for a better thermal barrier in the old block.	2018	New
	Regular staff meetings and trainings regarding the importance of Energy saving and ways to do it		Ongoing
Reduce Water for 2017	Towel policy in all rooms. Towels to be changed every 2 days or when needed. Bed sheets are to be changed twice a week	2017	Ongoing
	Regular staff meetings and trainings regarding the importance of water saving and ways to do it.		Ongoing
Reduce waste for 2017-2019 by 2%	Introducing the Recycling spot on each floor	2017	New
	Special Recycling spot in the lobby for used batteries.	2017	New

Objective	Action	When	Status
	Further donation of used items following winter 2017/2018 renovation	17/18	Ongoing
	Regular staff meetings and trainings regarding the importance of waste reduction and how to do it.		Ongoing
Reduce Chemical use for 2017 -2019 by 2%	Measurements system placed for chemical use	2017	New
	Orders control placed	2017	New
Local community	Increasing our purchases from the local producers. Making a point of buying only locally produced goods.	2017	Ongoing
Promote the different types of local plants	Place tags with the names of local plants inside the gardens	2017	New
Introduce new benefits for Staff	Prize gifts , birthday gifts	2018	New
Gather feedback from Guests on environmental aspects of the Hotel	Include questions on the environmental aspect in the questionnaires given to the guests	2018	New
Involve children in environmental practices	Plant seeding	2018	New